



## **Report to the Legislature**

### **WORKFIRST CONTRACT OUTCOME MEASURES**

**As required by Chapter 58,  
Laws of 1997, Section 704  
RCW 74.08A.430**

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Department of Social and Health Services  
*Report to the Legislature*

**WorkFirst Contract  
Outcome Measures**

**Table of Contents**

Introduction .....	1
Types of WorkFirst Contracted Services .....	2
Performance-based Contracts .....	3
WorkFirst Service Descriptions .....	4
DSHS WorkFirst Contractors by Region .....	4
DSHS WorkFirst Contract Outcomes by Service Type .....	4
DSHS WorkFirst Contract Outcomes by Contractors .....	5
DSHS ORIA Contractors .....	5
ESA WorkFirst Contractors .....	5
WorkFirst Tribal Contractors .....	5

**Appendices**

- A. DSHS and ESD Service Delivery Regions
- B. WorkFirst Service Descriptions
- C. DSHS WorkFirst Contractors by Region
- D. DSHS WorkFirst Contract Outcomes by Service Type
- E. DSHS WorkFirst Contract Outcomes by Contractor
- F. DSHS ORIA Contractors
- G. ESD WorkFirst Contractors
- H. WorkFirst Tribal Contractors

**Department of Social and Health Services**  
***Report to the Legislature***

## **WorkFirst Contract Outcome Measures**

### **Introduction**

Chapter 58, Laws of 1997, Section 704 (RCW 74.08A.430) requires the Department of Social and Health Services (DSHS) to provide an annual report to the Legislature on the achievements of WorkFirst contract outcome measures by contract and region.

For the delivery of WorkFirst services, DSHS enters into agreements with a diverse base of contractors, including community-based organizations, Tribes, local governments, faith-based organizations, and local school districts. DSHS also enters into interlocal agreements with the Employment Security Department (ESD), Office of Trade and Economic Development (OTED), and State Board for Community and Technical Colleges (SBCTC).

With the exception of ESD, these WorkFirst partner agencies report their contractor performance directly to the Office of Financial Management (OFM) and are not required to report contract activities to DSHS.

This third annual report covers the period July 1, 2001 through June 30, 2002 (State Fiscal Year 2002) and has information on contractors who delivered WorkFirst services for: (1) DSHS, including its Office of Refugee and Immigrant Assistance (ORIA), and (2) the Employment Security Department (ESD).

The majority of WorkFirst contracts are performance-based. This means that payments are made based on a participant's successful completion of a specific unit of service or achievement of the expected outcome. These payments are referred to as "payment points." A WorkFirst service can have one to several payment points depending on the nature of the service and the desired outcome. The final payment for a WorkFirst service with multiple payment points is typically the largest payment made to a contractor.

During this reporting period, the State/Tribal WorkFirst Contracting Initiative was implemented to develop a single State Agency WorkFirst Tribal Agreement between the WorkFirst partner agencies (DSHS, ESD, CTED, SBCTC) and Tribes to provide WorkFirst services. The Initiative was created to simplify the contracting process for Tribes who provide WorkFirst services. This effort resulted in the establishment of WorkFirst Agreements by three tribes — the Nooksack Tribe, Lummi Nation, and Upper Skagit Tribe — for the provision of Job Preparation Services, Job Placement Services, Job Success Coaching, and Community Jobs in SFY 02.

In SFY 02, a total of 218 DSHS, ESD, ORIA and Tribal contractors statewide provided WorkFirst services across the different service delivery regions of Washington State. Of this total, 201 were contractors for DSHS (including ORIA and Tribal) and 17 were contractors for ESD. Maps of the six service delivery regions for DSHS and four service delivery regions for ESD are in *Appendix A*.

The following tables show the distribution of DSHS and ESD WorkFirst contractors by region.

#### DSHS WorkFirst Contractors

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Total
<b>DSHS</b>	28	25	28	29	25	36	171
<b>ORIA</b>	5	3	3	9	2	8	30
<b>Tribal</b>	0	0	3	0	0	0	3
<b>Total</b>	33	28	31	38	27	44	201

#### ESD WorkFirst Contractors

Cascade East	Puget Sound	West	Southwest	Statewide	Total
3	5	5	4	--	17*

*\* Two ESD contractors provided services in more than one region.*

## Types of WorkFirst Contracted Services

The services provided through these contracts generally fall into four categories:

1. **Employment Focused Services.** These services focus on connecting WorkFirst participants to work and keeping them employed, and the majority of these services are administered by the ESD. ESD WorkFirst contracts are established for the following services:
  - Job Placement for "Special Needs" in Rural and Remote Areas
  - Apprenticeship Services
  - Job Success Coaching
  - Employer Outreach and Recruitment Services
2. **Barrier Removal Services.** These services are aimed at removing barriers to employment facing WorkFirst families, and are primarily administered by DSHS. Many of the WorkFirst contracts managed by DSHS are for services that address the needs of participants who have not been successful in job search due to such issues as family violence, substance abuse, homelessness, and lack of transportation.

The families who receive these services include those with multiple barriers requiring specialized intervention, families with a history of sanction or resistance to WorkFirst participation, and long-term families at risk of reaching the 60-month time limit on WorkFirst cash assistance.

Contracts are established for the following barrier removal services:

- Job Preparation & Retention Services
  - Hard To Employ Services
  - Child Care Services & Transportation
3. **Services for Limited English Proficiencies Participants.** These specialized services are provided to refugees and other WorkFirst participants with Limited English Proficiencies (LEP) in a culturally sensitive manner. ORIA manages these services and key features of ORIA WorkFirst contracts are:
- Employment Services and in the participant's primary language.
  - English as a Second Language (ESL) training
  - Work Experience
4. **Tribal Services.** Under the State/Tribal WorkFirst Contracting Initiative, Tribal Agreements have been established with the Nooksack Tribe, Lummi Nation, and Upper Skagit Tribe for the following services:
- Job Preparation Services
  - Job Placement Services
  - Job Success Coaching
  - Community Jobs

## Performance-based Contracts

As described earlier, the majority of WorkFirst contracts are performance-based. This means that payments are made based on a participant's successful completion of a specific unit of service or achievement of the expected outcome. These payments are referred to as "payment points."

A WorkFirst service can have one to several payment points depending on the nature of the service and the desired outcome. The final payment for a WorkFirst service with multiple payment points is typically the largest payment made to a contractor.

For example, Homelessness Prevention Services has only one payment point. This service provides housing and self-sufficiency counseling to WorkFirst participants who are at risk of becoming homeless. The expected outcome is stable housing for at least 60 days and active participation in a required WorkFirst activity or employment. For each participant who achieves this outcome, the contractor is paid \$500.

An example of a service with multiple payment points is Work Experience (WEX). The expected outcome is attainment of skills needed to become employed. A WEX can last several weeks depending on a participant's needs. Three WEX payment points are established to assure the active involvement of the contractor in providing individualized mentoring and other job preparation supports needed by a participant.

<i>Payment 1</i>	\$400 for each WEX participant who completes 20 hours at the WEX site.
<i>Payment 2</i>	\$400 for each evaluation conducted at mid point during the WEX activity that documents the participant's progress in meeting the expected WEX outcome.
<i>Payment 3</i>	\$700 for each WEX participant who completes a WEX assignment as required by the participant's Individual Responsibility Plan, or obtains unsubsidized employment for 30 days (minimum of 20 hours per week).

The following WorkFirst services were provided by contractors in SFY 02 on a fee-for-service basis (not performance-based):

- Transportation services.
- Child care for children who are sick.
- Family violence.

## WorkFirst Service Descriptions

*Appendix B* contains summary descriptions of contracted WorkFirst services and expected service outcomes.

## DSHS WorkFirst Contractors by Region

*Appendix C* lists DSHS WorkFirst contractors (excluding ORIA and Tribal contractors) for SFY 02 by region, and identifies the type of service provided by each contractor.

## DSHS WorkFirst Contract Outcomes by Service Type

The tables in *Appendix D* list the following statewide and regional information on DSHS contractors (excluding ORIA and Tribal contractors) for SFY 01 and SFY 02, by service type.

- Number of contractors.
- Number of WorkFirst participants served.
- Number and percentage of WorkFirst participants who achieved an expected service outcome.
- Variance between SFY 01 and SFY 02.

At the statewide level, there was a 37% increase in the number of participants reaching the expected outcome in SFY 02. For barrier removal services, the number of participants reaching an expected outcome increased 9% for Job Preparation Services, 30% for Hard to Employ Services, and 48% for Child Care Services and Transportation.

## **DSHS WorkFirst Contract Outcomes by Contractor**

*Appendix E* provides the following information for each contracted WorkFirst service, by region (excluding services provided by ORIA or Tribal contractors):

- Name of contractor and number of referrals made to the contractor in SFY 02.
- Expected service outcomes.
- By contractor, number of individuals who achieved an expected outcome.

## **DSHS ORIA Contractors**

*Appendix F* identifies DSHS ORIA contractors by region and service provided in SFY 02. The appendix also has the following information on DSHS ORIA contractors by region and service type, for SFY 01 and SFY 02:

- Number of contractors.
- Numbers served, and number and percentage who achieved the expected service outcome.

In addition, there is a table that lists the number of participants who achieved an expected outcome by region and DSHS ORIA contractor.

## **ESD WorkFirst Contractors**

*Appendix G* has the following information on ESD WorkFirst contractors:

- Name of contractor by ESD region and type of service provided in SFY 02.
- Number of referrals made to the contractor.
- Expected service outcomes.
- Number of individuals who achieved an expected outcome.
- By region and service, numbers served in SFY 01 and SFY 02 and number of participants who achieved the expected outcome.

In SFY 02, the number of ESD contractors declined by 29% (from 24 in SFY 01 to 14 in SFY 02).

## **WorkFirst Tribal Contractors**

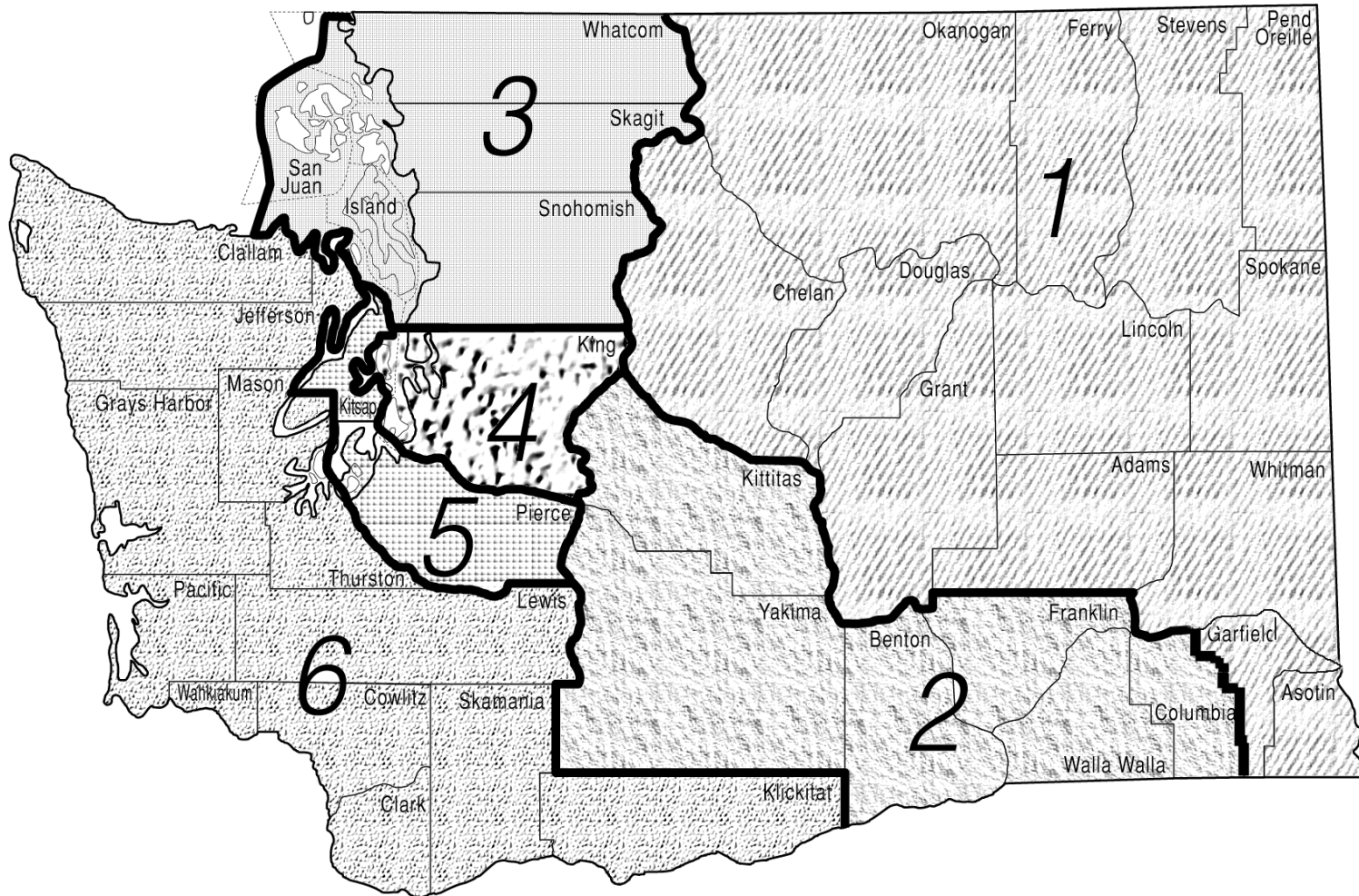
*Appendix H* contains information on the number of participants served by the Lummi, Nooksack and Upper Skagit Tribes in SFY 02, and the number who achieved an expected service outcome.

## **Appendix A**

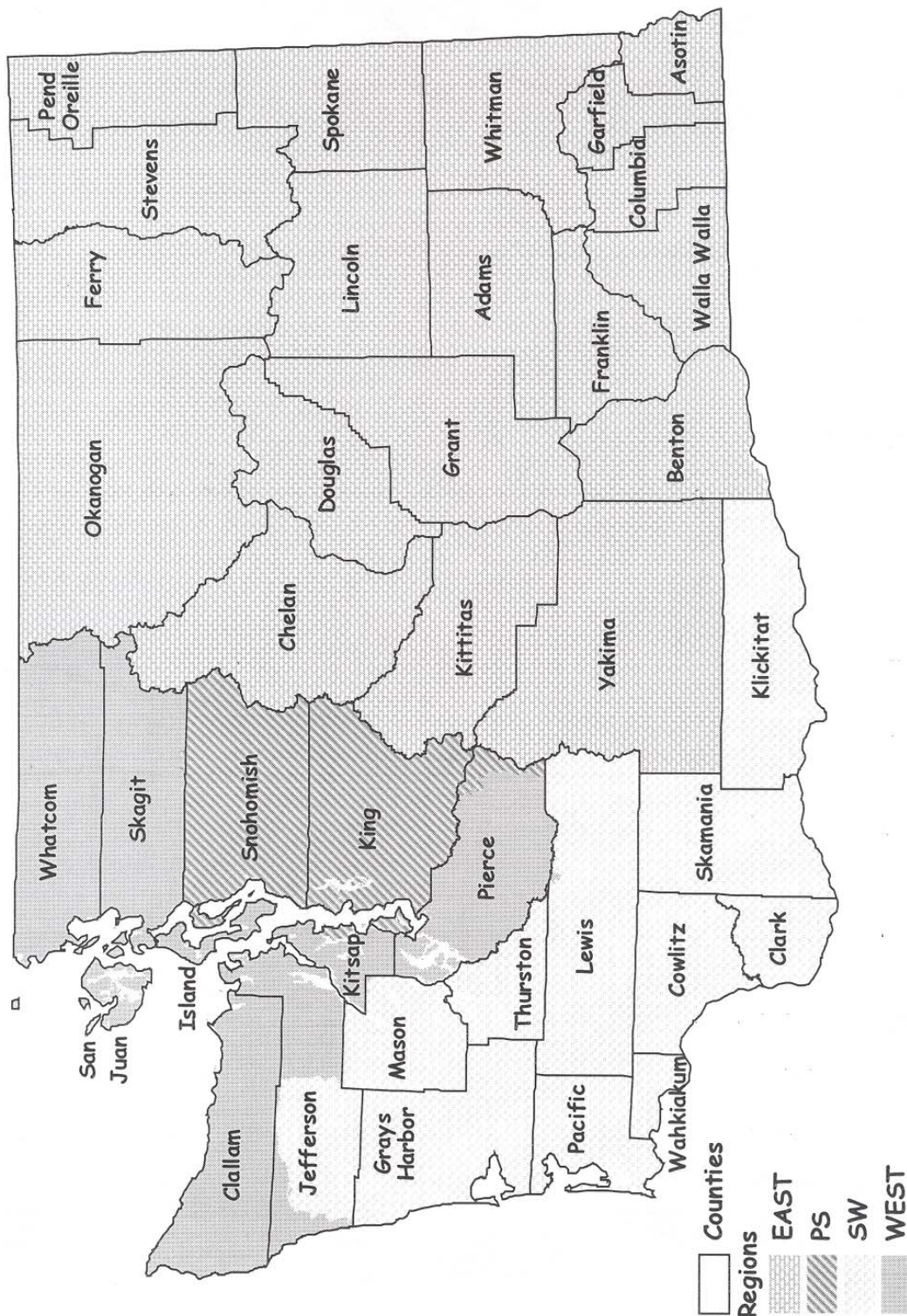
### **DSHS and ESD Service Delivery Regions**



# Washington State Department of Social and Health Services Regional Map



# ESD Regions of Washington



## **Appendix B**

### **WorkFirst Service Descriptions**

## WorkFirst Service Descriptions

### DSHS SERVICES:

#### **Job Preparation & Retention Services**

**Job Retention Services.** These services for working WorkFirst participants are designed to increase their job success and provide them with the help they need to stay employed for at least one year. Job retention service contracts with DSHS ended in August 2000 with the implementation of the Employment Security Department's Job Success Coach Initiative.

**Work Experience (WEX).** This is supervised, unpaid work performed for a private non-profit agency or governmental or tribal entity, and may include job preparation workshops and other activities. It offers WorkFirst participants an opportunity to practice their current job skills, learn new skills and create a current work history in a supportive and flexible environment. The expected service outcome is completion of 12 weeks of unpaid work or WEX activities, or employment within the 12-week time frame. This service was terminated June 30, 2002.

**Pre-Work Experience.** Pre-WEX are designed to facilitate successful participation in a WEX placement. It prepares WorkFirst participants to search for work with more enthusiasm and confidence. The service is available to WorkFirst participants who have accepted a WEX placement, or have social, emotional and/or behavioral factors that need to be addressed before entering a WEX placement. The expected service outcome is entering a WEX placement.

**WorkFirst Education.** These are Adult Basic Education (ABE) courses, General Education Development (GED) programs, and high school completion courses. The expected service outcome is course completion, or attainment of a GED or high school diploma.

#### **Hard to Employ Services**

**Children with Special Needs.** These services are for WorkFirst participants who are unable to look for work or keep a job because they have a child with special developmental, medical, or behavioral needs. These services are provided through contracts with county Public Health Departments, and include in-home public health nurse assessments, case consultations and follow-up visits. The expected service outcome is a report to the case manager outlining the impact of those with special needs on the ability of the parent to participate in WorkFirst.

**Family Violence Services.** These services are for on-site domestic violence specialists who serve as advocates for WorkFirst participants affected by family violence. The specialist links families to needed services in the community and provides preventive and intervention services. The expected service outcome is a report to the case manager outlining the appropriate WorkFirst activity for each participant.

**Intensive In-Home Services.** These services are provided to individuals who either refuse to cooperate in required WorkFirst activities, have been sanctioned, or are at risk of being sanctioned. The expected service outcome is to enter into an approved WorkFirst activity and participate for 14 weeks.

**Other Job Preparation Services.** These specialized services include the following:

- **Employment-Focused Mental Health Counseling** is provided by qualified mental health professionals counselors who conduct:
  - ✓ Short-term crisis intervention and conflict resolution
  - ✓ Assessment of cognitive and psycho-social functioning

- ✓ Time-limited counseling on issues affect a person's ability to move toward self-sufficiency
- ✓ Screening and referral for more intensive mental health services or treatment
- ✓ Case consultation with WorkFirst staff

The expected service outcome is completion of a counseling session with a mental health professional.

- **Employment Support** is designed to re-engage persons who are not participating in a WorkFirst activity and are being sanctioned or are at risk of being sanctioned. The expected service outcome is participation in an appropriate WorkFirst activity for two weeks.
- **Homeless Intervention/Prevention Services** are provided to WorkFirst families who are homeless or at risk of becoming homeless, or need help developing independent living or money management skills that impact housing stability. The expected service outcome is to remain in stable housing for 60 days and participate in WorkFirst.
- **Job Skills Training** is short-term job skills development training that prepares people for work in a number of fields including child care, customer service, warehouse industry, and the computer industry. Contracts have also been established for workshops in a number of different areas that support employment, including effective job search, positive attitude development, and developing good work habits. The expected service outcomes vary depending on the training and workshop, and range from workshop completion to employment.
- **Pre-employment Training and Retention Services** are customized life skills and mentoring services and training for WorkFirst participants entering a pre-employment training program developed by community and technical colleges in partnership with employers. The expected service outcome is to obtain employment for 90 days in an occupation related to the training.
- **Pregnancy to Employment Services** are available to address the special needs of caregivers with very young babies and those of pregnant women who are not exempt from work requirements. These services are designed to help assure healthy babies, and support parents in their efforts to make a smooth transition to the workforce. The expected service outcomes vary with each type of service by region. The expected service outcomes vary depending on the service provided and workshop, and range from workshop completion to employment.
- **Self-employment Services** are available to people who are currently self-employed or wish to operate their own business, and are used to assess whether the business is viable and can lead to self-sufficiency. The expected service outcome is development of a business plan and recommendation to the WorkFirst case manager on the potential and viability of a self-employment business.
- **TANF Outreach** is available to TANF applicants who have minor children or are pregnant and need help completing the application process, including assistance getting the information and documentation needed to determine TANF eligibility. The expected service outcome is completion of a TANF application.

**Learning Needs Services.** These services are for WorkFirst participants who have learning disabilities and include psychological assessments, development of effective job search and job accommodation strategies, case management consultation, and coaching. The expected service outcome varies with each type of service, and can be based on completion of a consultation or

coaching session, development of an action plan, active participation in a WorkFirst activity, or employment.

**Whole Family Services.** These are comprehensive assessments and services that address the special needs of long-term families (on TANF for 36 months or more) in WorkFirst who have significant barriers to employment and are at risk of reaching the TANF time limit. The expected service outcome is reaching the twelve month goals as set in the Service Delivery Plan.

### **Child Care Services & Transportation**

**Child Care Services.** These services help WorkFirst families find suitable child care facilities. These services also include sick child care for active WorkFirst participants in need of day care for an ill child. The expected service outcome is the family remaining with the same child care facility for six months.

**Transportation Services.** Transportation services to and from WorkFirst activities or employment in areas where public transportation is not available. These services also include assistance with obtaining a valid driver's license. The expected service outcome is transportation provided one-way or attainment of a driver's license.

### **DSHS ORIA SERVICES:**

**Employment Services.** These services are for refugees and other WorkFirst participants with Limited English Proficiencies (LEP) and are culturally sensitive and utilize specialized employment placement and wage progression strategies. The expected service outcome is to obtain employment or move towards employment by engaging in job search activities while participating in English as a Second Language (ESL), skills trainings, or other necessary services.

**English as a Second Language (ESL).** This service provides ESL training that is blended with work or work related activities. The expected service outcome is increased competency in participant's English speaking, reading, and writing abilities that will allow them to obtain and maintain employment.

**Work Experience (WEX).** This is supervised, unpaid work performed for a private non-profit agency or governmental or tribal entity, and may include job preparation workshops and other activities. It offers WorkFirst participants an opportunity to practice their current job skills, learn new skills and create a current work history in a supportive and flexible environment. The expected service outcome is completion of 12 weeks of unpaid work or WEX activities, or employment within the 12-week time frame.

### **WORKFIRST TRIBAL SERVICES:**

**Job Preparation Services.** These services provide Tribal WorkFirst participants hands-on work experience opportunity, or will increase their basic academic competencies, or provide workshops, or other activities that prepare WorkFirst participants for entry into the labor market.

**Job Placement Services.** These services provide a combination of activities designed to assist the WorkFirst participant to become employed 20 hours or more per week.

**Job Success Coaching.** These services provide a partner to assist a WorkFirst participant in making the transition from entry-level to higher wages, and addresses a participant's specific needs and employment goals.



**Community Jobs.** These services provide for the development and management of local community jobs projects and provides transitional, community-based job experiences and related support training to WorkFirst participants encountering problems getting into the permanent job market.

The expected service outcomes for these services is prepare, place and retain Tribal WorkFirst participants so they can be successfully employed.

## **ESD SERVICES:**

### **Job Placement**

**Job Placement Services for “Special Needs” and Rural and Remote Areas.** These are job placement services to participants identified as having “special needs” or who live in rural or remote areas. Participants have several characteristics that form strong barriers to employment, such as: low level reading or math skills; a physical, mental or sensory impairment that substantially limits a person’s employability; ex-offenders; drug or alcohol dependency; anger management issues; unable to learn tasks in a standardized format; and unable to read or learning disabled.

Services may include job preparation and placement activities, job development, one-on-one counseling, skills assessment and exploration, problem resolution, employer training and coaching of new TANF employees, and wage enhancement and career advancement counseling. The expected service outcome is placement in unsubsidized employment with a 90-day retention.

### **Job Preparation & Retention Services**

**Apprenticeship Services.** These are comprehensive services for persons who are unfamiliar with apprenticeship opportunities and may require substantive support to progress through a long-range self-sufficiency plan. Preparatory work to enter an apprenticeship may require several months of mixing work and education, and the development of a specific plan targeting a particular apprenticeship. The expected service outcome is to prepare and assist participants to enter into an apprenticeship in the construction trade or other occupation.

**Job Success Coach.** These are services aimed at enhancing a person’s move towards self-sufficiency through job retention and wage progression activities. Job success coaches help WorkFirst participants develop a Success Plan with a targeted wage, assist them in making the transition from entry-level to higher wages, and direct them to services that address their specific needs. The expected service outcome is attainment of a higher wage and job retention for two years.

### **Hard to Employ Services**

**Employer Outreach and Recruitment Services.** These behavior change-focused services are provided in conjunction with the ESD Job Search Workshop. Some of the services provided include: assessment and/or evaluation, aptitude interest testing, workshops, job coaching, one-on-one counseling, job development, client and employer mentoring with close monitoring of this activity, employer involvement with the progress of the WorkFirst client, advocacy for training and career advancement, and flexible work hours to accommodate a person’s needs. The expected service outcome is placement in unsubsidized employment with a 90-day mentoring period to assist in retaining employment.

## **Appendix C**

### **DSHS WorkFirst Contractors by Region**



# DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 1 Services
Adams County Resource Center	On-site Family Violence
Adams County Health District	Children with Special Needs
Asotin County Health District	Children with Special Needs
Institute for Family Development	Intensive In-home Services
Big Bend Community College	Work Experience
CAPA Catholic Charities	Pregnancy to Employment
Career Connections	Work Experience Pre-Work Experience -Life Skills Classes
Career Path Services	Work Experience Adult Basic Education High School Completion
Chelan County Health District	Children with Special Needs
Chelan Douglas Community Action Council	Whole Family Services Work Experience
Community Colleges of Spokane	Work Experience Pre-Work Experience -Workplace Success Skills Adult Basic Education Job Skills Training - Computer Training Program
EnVision	Whole Family Services
Family Home Care Corp	Pregnancy to Employment
Goodwill Industries	Work Experience Intensive In-home Services Job Skills Training - Customer Service Training Whole Family Services
Grant County Health District	Children with Special Needs
Holy Family Hospital	Pregnancy to Employment
Learning Disabilities Association	Learning Needs
Moses Lake School District	High School Completion
NE Washington Rural Resources	Work Experience Adult Basic Education Pre-Work Experience Services Whole Family Services
NOVA	Work Experience Pre-Work Experience Services
Okanogan County Health District	Children with Special Needs
Pre-Vocational Training Center	Pre-Work Experience - Worker Skills Enhancement Work Experience Adult Basic Education Intensive In-home Services Whole Family Services
Rainier Case Management	Work Experience Pre-Work Experience Services Intensive In-home Services Whole Family Services
Spokane Neighborhood Action Program	Whole Family Services
Spokane Regional Health District	Children with Special Needs Pregnancy to Employment
The Support Center	On-site Family Violence
Whitman County Health District	Children with Special Needs
YWCA of Lewiston-Clarkston	On-site Family Violence
<b>28 Contractors</b>	

# DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 2 Services
Institute for Family Development	Whole Family Services Intensive In-home Services
Benton Franklin Community Action Center	Whole Family Services
Benton Franklin Health District	Children with Special Needs
Blue Mountain Action Council	Work Experience Whole Family Services
Columbia Industries	Whole Family Services Intensive In-home Services Work Experience Adult Basic Education
Community Health Center	On-site Family Violence
Elmview	Intensive In-home Services Work Experience Whole Family Services
Goodwill Industries of the Columbia	Intensive In-home Services Work Experience Whole Family Services
Goodwill Industries of the Yakima Valley	Intensive In-home Services Work Experience Whole Family Services
Growing Capable Parents	Pregnancy to Employment
Horizon of Sunnyside	Intensive In-home Services Work Experience Whole Family Services
Jerald Consulting	Intensive In-home Services
Karr Northwest	Work Experience
Kitittas County Health District	Children with Special Needs
People for People	Transportation - Licensed for Employment
Provident Services	Intensive In-home Services Work Experience
Rainier Case Management	Intensive In-home Services Work Experience Learning Needs Job Skills Training - Motivation Whole Family Services
Sunderland Family Treatment Services	Intensive In-home Services Work Experience Whole Family Services
Walla Walla Community College	Adult Basic Education
Walla Walla Health District	Children with Special Needs
Yakima Valley Community College	Work Experience Job Skills Training - Motivation
Yakima Valley Farmworkers	Intensive In-home Services Work Experience
Yakima Valley Memorial Hospital	Children with Special Needs
Yakima Valley Opportunity Industrialization Council	Work Experience
YWCA	On-site Family Violence
<b>25 Contractors</b>	

# DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 3 Services
Affiliates in Mental Health	Whole Family Services
Bellingham/Whatcom Co. Housing Authority	Homeless Prevention
Center for Career Alternatives	Adult Basic Education
Chinook Enterprises	Work Experience
Community Mental Health Services	Work Experience Job Skills Training - Workforce Skills Enhancement Mental Health - Counseling
Compass Health	Job Skills Training - Workforce Skills Enhancement Work Experience Mental Health - Counseling
Everett Housing Authority	Homeless Prevention
Island County Health District	Children with Special Needs
Island Employment	Work Experience
Learning Disabilities Association	Learning Needs
New Leaf	Work Experience
Northwest Behavioral Management	Whole Family Services
Northwest Workforce Development Council	Work Experience Job Skills Training - Workforce Skills Enhancement
Opportunity Council	Whole Family Services Transportation - Driver's Re-Licensing Intensive In-home Services
Service Alternatives	Whole Family Services Work Experience Intensive In-home Services
Skagit County Community Action Council	Intensive In-home Services
Skagit County Health District	Children with Special Needs
Skagit Domestic Violence & Sexual Assault Services	On-site Family Violence
Snohomish Co. Center for Battered Women	On-site Family Violence
Snohomish County Health District	Children with Special Needs
Snohomish Housing Authority	Homeless Prevention
Sunrise Services	Work Experience Intensive In-home Services Whole Family Services
TRAC Associates	Work Experience Intensive In-home Services Whole Family Services
Venture Advisory Services	Job Skills Training - Self-employment
Whatcom County Health District	Children with Special Needs
Whatcom Crisis Service	On-site Family Violence
Work Opportunity Recruitment Company	Work Experience
YWCA Pathways for Women	Work Experience Mental Health - Counseling Homeless Prevention Pre-Work Experience - Life Skills
<b>28 Contractors</b>	

# DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 4 Services
Institute for Family Development	Whole Family Services Intensive In-home Services
Center for Career Alternatives	Adult Basic Education Work Experience
Child Care Resources	Child Care Services
Creative Economic Opportunities	Job Skills Training - Intensive Workshop
Domestic Abuse Women's Network	On-site Family Violence
Eastside Domestic Violence Program	On-site Family Violence
Employment & Training Services	Job Skills Training - Computer Training Adult Basic Education Work Experience
Empowerment Institute	Intensive In-home Services Homeless Prevention Pregnancy to Employment
Federal Way Youth & Family Services	On-site Family Violence
HM & Associates	Intensive In-home Services Homeless Prevention
Hopelink	Whole Family Services
King County Office of Policy & Planning	Job Skills Training - Employment Support
King County Health Department	Intensive In-home Services Pregnancy to Employment Children with Special Needs
Learning Disabilities Association	Learning Needs
Multi Service Center	Whole Family Services Job Skills Training - Work Preparation Workshop Adult Basic Education Work Experience
Neighborhood House	Transportation Services
Puget Sound Educational School District	Job Skills Training - Pre Employment Training Retention Services Work Experience
Puget Sound Opportunities Industrialization Center	Job Skills Training - Pre Employment Transition Services
Rainier Case Management	Whole Family Services Pre-Work Experience Services Intensive In-home Services Job Skills Training - Motivation Workshop Work Experience Job Skills Training - Case Staff Facilitation
Refugee Women's Alliance	On-site Family Violence
Seattle Mental Health	Work Experience
TRAC Associates	Whole Family Services Job Skills Training - Case Staff Facilitation Pre-Work Experience Services Work Experience Job Skills Training - Pre Employment Training Retention Services
United Indians of All Tribes	Adult Basic Education

# DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 4 Services
Urban League of Metropolitan Seattle	Adult Basic Education Work Experience Pregnancy to Employment Job Skills Training - Customer Service
Virginia Mason Medical Center	Child Care Services
Washington Women's Employment & Education	Work Experience Pre-Work Experience Services Job Skills Training - Computer Training
With Grace	Job Skills Training - Workplace Soft Skills
Yakima Valley Opportunity Industrialization Center	Job Skills Training - Warehouse Training
YWCA of Seattle	On-site Family Violence
<b>29 Contractors</b>	

## DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 5 Services
Answers	Whole Family Services Pregnancy to Employment Intensive In-home Services Adult Basic Education Work Experience
Associated Ministries	Pre-Work Experience Services - Project Interdependence
Bates Technical College	Work Experience Adult Basic Education Pre-Work Experience Services- Choose Success
Institute for Family Development	Whole Family Services
Bremerton Kitsap County Health District	Children with Special Needs
Castele Williams & Associates	Mental Health Services
Chief Leschi	Work Experience
Kitsap Community Resources	Whole Family Services Work Experience Pregnancy to Employment Pre-Work Experience Services - ROAD to Work Job Skills Training - Special Needs Services
Literacy Council of Kitsap	Adult Basic Education
LL Brown	Job Skills Training - Independent Thinking for Motivation
Paratransit	Transportation Services
Pierce College	Job Skills Training - VOTE Program Work Experience
Pierce County Community Action Program	Job Skills Training - Career Preparation Work Experience Adult Basic Education Transportation Services
Proud African America Youth	On-site Family Violence
Puget Sound Educational Service District	Work Experience Job Skills Training - Achieving Your Potential Job Skills Training - Bus Driver Training
Rainier Case Management	Work Experience Intensive In-home Services
Tacoma Community College	Work Experience Learning Needs Adult Basic Education Job Skills Training - Culture of Work Job Skills Training - Job Assistance and Development
Tacoma Community House	Adult Basic Education Work Experience
Tacoma Pierce County Health Department	Children with Special Needs
Vocational Consulting, Inc.	Work Experience Job Skills Training - Pre Employment Services Intensive In-home Services Whole Family Services

## DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 5 Services
Washington Women's Employment & Education	Work Experience Pre-Work Experience Services - REACH Class Job Skills Training - Computer Training
With Grace	Job Skills Training - Workplace Soft Skills
Work Opportunity Recruitment Company	Work Experience Intensive In-home Services
YWCA of Kitsap County	On-site Family Violence
YWCA of Tacoma	On-site Family Violence
<b>25 Contractors</b>	

# DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 6 Services
Aberdeen School District	High School Completion
Alternatives Professional Counseling	On-site Family Violence
Behavioral Health Resources	On-site Family Violence
Institute for Family Development	Whole Family Services
Caranci, Frank or Amor Case Management	Intensive In-home Services Work Experience
Centralia College	Adult Basic Education
Clallam County Hospital District	Pre-Work Experience Services Work Experience
Clallam County Health District	Children with Special Needs
Coastal Community Action Program	Intensive In-home Services Pre-Work Experience Services Work Experience
Columbia River Mental Health Services	Whole Family Services
Cowlitz County Health District	Children with Special Needs
Jefferson County Health District	Children with Special Needs
Gasca, Pam	Intensive In-home Services Pre-Work Experience Services Work Experience
Grays Harbor Health District	Children with Special Needs
Healthy Families of Clallam County	On-site Family Violence
Independent Associates	Intensive In-home Services Pre-Work Experience Services Work Experience
Klickitat County Health Department	Children with Special Needs
Latham, Susan	Intensive In-home Services Pre-Work Experience Services Work Experience
Lewis County Health District	Children with Special Needs
Lower Columbia Community Action Council	Whole Family Services
Mason County Department of Health Services	Children with Special Needs
Mason County Literacy	Adult Basic Education
N Thurston School District	High School Completion
Nelson & Associates	Intensive In-home Services Pre-Work Experience Services Work Experience
Pacific County Health Department	Children with Special Needs
Rainier Case Management	Intensive In-home Services Pre-Work Experience Services Work Experience Whole Family Services
SCA Pacific	Pre-Work Experience Services Work Experience Whole Family Services
Skookum Educational Programs	Intensive In-home Services Pre-Work Experience Services Work Experience
SW Washington Health District	Children with Special Needs



# DSHS WorkFirst Contractors by Region

Appendix C

Contractor Name	Region 6 Services
Tacoma Goodwill	Intensive In-home Services Work Experience
Thurston County Health District	Children with Special Needs
Thurston County Pacific Mountain	Intensive In-home Services Pre-Work Experience Services Work Experience Adult Basic Education
Tumwater School District	High School Completion
Wahkiakum County Health District	Children with Special Needs
Work Opportunity Recruitment Company	Intensive In-home Services Pre-Work Experience Services Work Experience
Workforce Development Council of SW Washington	Pre-Work Experience Services Work Experience
<b>36 Contractors</b>	

## **Appendix D**

### **DSHS WorkFirst Contract Outcomes by Service Type**

SFY 01	SFY 02	Services Purchased	SFY 01			SFY 02			
			Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome <sub>2</sub>	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	% difference between SFYs
Number of contractors reporting outcomes									
		<b>Job Preparation</b>				no longer a service			
92		Job Retention Service <sup>3</sup>	1669	722	43%				
88	68	WorkFirst - Work Experience	1448	669	46%	731	437	60%	+14
36	26	WorkFirst Education Services	686	106	15%	337	75	22%	+7
		Sub-Total >	3803	1497	39%	1068	512	48%	+9
		<b>Hard to Employ</b>							
31	29	Children With Special Needs	334	302	90%	553	456	82%	-8
23	20	Family Violence	670	116	17%	2062	2062	100%	+83
	43	Intensive In-home Services <sup>4</sup>	combined with Other Job Preparation			1011	314	31%	
67	46	Other Job Preparation Activities <sup>5</sup>	3035	1215	40%	2349	1665	71%	+31
10	6	WorkFirst Learning Needs	122	36	30%	38	15	39%	+9
19	42	Whole Family Services <sup>6</sup>				444	32	7%	
		Sub-Total >	4161	1669	40%	6457	4544	70%	+30
		<b>Child Care Services and Transportation</b>							
1	2	WorkFirst - Child Care	93	15	16%	68	23	34%	+18
7	6	WorkFirst - Transportation <sup>7</sup>	298	170	57%	3929	3776	96%	+39
		Sub-Total >	391	185	47%	3997	3799	95%	+48
		Total >	8355	3351	40%	11522	8855	77%	+37

**Notes:**
<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> Percentage is calculated on participants who reached the first payment point and the expected outcome for the service.

<sup>3</sup> Job Retention Service was discontinued by DSHS August 30, 2000. Replaced with Job Success Coach administered by ESD in Sept. of 2000.

<sup>4</sup> Intensive In-Home was reported as a separate line item beginning July 1, 2001. Previously reported under Other Job Preparation Activities

<sup>5</sup> Other Job Preparation Activities includes a variety of services for the hard to employ WorkFirst participant.

<sup>6</sup> Whole Family Services was implemented in mid-April 2001. No data available yet.

<sup>7</sup> In SFY01 transportation services involved providing a round trip to and from a WorkFirst Activity.

During SFY 01 services were expanded to include assisting WorkFirst participants to re-instate their drivers license to enable them to participate in employment activities.

SFY 01	SFY 02	Services Purchased	SFY 01			SFY 02			% difference between SFYs
			Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome <sub>2</sub>	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	
Number of contractors reporting outcomes									
5		<b>Job Preparation</b>							
9	10	Job Retention Service <sup>3</sup>	45	10	22%	no longer a service			
4	5	WorkFirst - Work Experience	493	307	62%	99	36	36%	-32
		WorkFirst Education Services	191	52	27%	110	24	22%	-5
		<b>Sub-Total &gt;</b>	<b>729</b>	<b>369</b>	<b>51%</b>	<b>209</b>	<b>60</b>	<b>29%</b>	<b>-22</b>
		<b>Hard to Employ</b>							
6	7	Children With Special Needs	110	102	93%	151	86	57%	-36
4	3	Family Violence	78	60	77%	97	97	100%	+23
	4	Intensive In-home Services <sup>4</sup>	combined with Other Job Preparation			199	66	33%	
9	6	Other Job Preparation Activities <sup>5</sup>	1216	429	35%	915	789	86%	+51
1	1	WorkFirst Learning Needs	1	0	0%	0	0	0%	even
	7	Whole Family Services <sup>6</sup>	this region does not have this service			64	5	8%	
		<b>Sub-Total &gt;</b>	<b>1405</b>	<b>591</b>	<b>42%</b>	<b>1362</b>	<b>1038</b>	<b>76%</b>	<b>+34</b>
		<b>Child Care Services and Transportation</b>							
		WorkFirst - Child Care	this region does not have this service			this region does not have this service			
		WorkFirst - Transportation <sup>7</sup>	this region does not have this service			this region does not have this service			
		<b>Sub-Total &gt;</b>							
		<b>Total &gt;</b>	<b>2134</b>	<b>960</b>	<b>45%</b>	<b>1571</b>	<b>1098</b>	<b>70%</b>	<b>+25</b>

**Notes:**
<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> Percentage is calculated on participants who reached the first payment point and the expected outcome for the service.

<sup>3</sup> Job Retention Service was discontinued by DSHS August 30, 2000. Replaced with Job Success Coach administered by ESD in Sept. of 2000.

<sup>4</sup> Intensive In-Home was reported as a separate line item beginning July 1, 2001. Previously reported under Other Job Preparation Activities

<sup>5</sup> Other Job Preparation Activities includes a variety of services for the hard to employ WorkFirst participant.

<sup>6</sup> Whole Family Services was implemented in mid-April 2001. No data available yet.

<sup>7</sup> In SFY01 transportation services involved providing a round trip to and from a WorkFirst Activity.

During SFY 01 services were expanded to include assisting WorkFirst participants to re-instate their drivers license to enable them to participate in employment activities.

SFY 01      Region 1 contracted with a total of 34 different contractors

SFY 02      Region 1 contracted with a total of 28 different contractors

SFY 01	SFY 02	Services Purchased	SFY 01			SFY 02			
			Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome <sub>2</sub>	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	% difference between SFYs
Number of contractors reporting outcomes									
10		<b>Job Preparation</b>							
5	13	Job Retention Service <sup>3</sup>	165	109	66%	no longer a service			-1
2	2	WorkFirst - Work Experience	99	49	49%	62	30	48%	+5
		WorkFirst Education Services	149	11	7%	25	3	12%	+3
		Sub-Total >	413	169	41%	87	33	38%	-3
		<b>Hard to Employ</b>							
3	4	Children With Special Needs	24	23	96%	81	73	90%	+6
2	2	Family Violence	121	7	6%	189	189	100%	+94
	11	Intensive In-home Services <sup>4</sup>	combined with Other Job Preparation			248	72	29%	
12	3	Other Job Preparation Activities <sup>5</sup>	475	104	22%	65	14	22%	even
2	1	WorkFirst Learning Needs	59	2	3%	23	14	61%	+58
1	9	Whole Family Services <sup>6</sup>	5	0	0%	85	13	15%	+15
		Sub-Total >	679	136	20%	606	362	60%	+40
		<b>Child Care Services and Transportation</b>							
		WorkFirst - Child Care	this region does not have this service			this region does not have this service			
1	1	WorkFirst - Transportation <sup>7</sup>	19	19	100%	143	17	12%	-88
		Sub-Total >	19	19	100%	143	17	12%	-88
		Total >	1111	324	29%	836	412	49%	+20

**Notes:**
<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> Percentage is calculated on participants who reached the first payment point and the expected outcome for the service.

<sup>3</sup> Job Retention Service was discontinued by DSHS August 30, 2000. Replaced with Job Success Coach administered by ESD in Sept. of 2000.

<sup>4</sup> Intensive In-Home was reported as a separate line item beginning July 1, 2001. Previously reported under Other Job Preparation Activities

<sup>5</sup> Other Job Preparation Activities includes a variety of services for the hard to employ WorkFirst participant.

<sup>6</sup> Whole Family Services was implemented in mid-April 2001. No data available yet.

<sup>7</sup> In SFY01 transportation services involved providing a round trip to and from a WorkFirst Activity.

During SFY 01 services were expanded to include assisting WorkFirst participants to re-instate their drivers license to enable them to participate in employment activities.

SFY 01 Region 2 contracted with a total of 29 different contractors

SFY 02 Region 2 contracted with a total of 25 different contractors

SFY 01	SFY 02	Services Purchased	SFY 01			SFY 02			
			Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome <sub>2</sub>	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	% difference between SFYs
Number of contractors reporting outcomes									
5		<u>Job Preparation</u>				no longer a service			
3	11	Job Retention Service <sup>3</sup>	126	41	33%				
1	1	WorkFirst - Work Experience	14	7	50%	7	7	100%	+50
		WorkFirst Education Services	20	5	25%	8	5	63%	+38
		Sub-Total >	160	53	33%	15	12	80%	+47
		<u>Hard to Employ</u>							
3	5	Children With Special Needs	11	6	55%	48	46	96%	+41
4	3	Family Violence	60	0	0%	460	460	100%	+100
	5	Intensive In-home Services <sup>4</sup>	combined with Other Job Preparation			62	0	0%	
4	9	Other Job Preparation Activities <sup>5</sup>	109	49	45%	343	270	79%	+34
1	1	WorkFirst Learning Needs	54	28	52%	1	1	100%	+48
0	7	Whole Family Services <sup>6</sup>	no data reported			127	9	7%	
		Sub-Total >	234	83	35%	1041	786	76%	+41
		<u>Child Care Services and Transportation</u>							
	1	WorkFirst - Child Care	this region does not have this service			this region does not have this service			
		WorkFirst - Transportation <sup>7</sup>	this region does not have this service			18	0	0%	
		Sub-Total >				18	0	0%	
		Total >	394	136	35%	1074	798	74%	+39

**Notes:**
<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> Percentage is calculated on participants who reached the first payment point and the expected outcome for the service.

<sup>3</sup> Job Retention Service was discontinued by DSHS August 30, 2000. Replaced with Job Success Coach administered by ESD in Sept. of 2000.

<sup>4</sup> Intensive In-Home was reported as a separate line item beginning July 1, 2001. Previously reported under Other Job Preparation Activities

<sup>5</sup> Other Job Preparation Activities includes a variety of services for the hard to employ WorkFirst participant.

<sup>6</sup> Whole Family Services was implemented in mid-April 2001. No data available yet.

<sup>7</sup> In SFY01 transportation services involved providing a round trip to and from a WorkFirst Activity.

During SFY 01 services were expanded to include assisting WorkFirst participants to re-instate their drivers license to enable them to participate in employment activities.

SFY 01 Region 3 contracted with a total of 26 different contractors

SFY 02 Region 3 contracted with a total of 28 different contractors

SFY 01	SFY 02	Services Purchased	SFY 01			SFY 02			% difference between SFYs
			Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome <sub>2</sub>	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	
Number of contractors reporting outcomes									
4		<b>Job Preparation</b>							
1	9	Job Retention Service <sup>3</sup>	758	419	55%		no longer a service		
0	5	WorkFirst - Work Experience	5	0	0%	133	86	65%	+65
		WorkFirst Education Services		no data reported		14	11	79%	
		Sub-Total >	763	419	55%	147	97	66%	+11
		<b>Hard to Employ</b>							
1	1	Children With Special Needs	59	41	69%	85	66	78%	+9
2	5	Family Violence	14	1	7%	488	488	100%	+93
	5	Intensive In-home Services <sup>4</sup>	combined with Other Job Preparation			154	67	44%	
12	17	Other Job Preparation Activities <sup>5</sup>	697	301	43%	722	375	52%	+9
1	1	WorkFirst Learning Needs	2	0	0%	7	0	0%	even
	6	Whole Family Services <sup>6</sup>	5	0	0%	47	2	4%	+4
		Sub-Total >	772	343	44%	1456	996	68%	+25
		<b>Child Care Services and Transportation</b>							
1	2	WorkFirst - Child Care	93	15	16%	68	23	34%	+26
0	1	WorkFirst - Transportation <sup>7</sup>		no data reported		1559	1559	100%	
		Sub-Total >	93	15	16%	1627	1582	97%	+81
		Total >	1628	777	48%	3230	2675	83%	+35

**Notes:**
<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> Percentage is calculated on participants who reached the first payment point and the expected outcome for the service.

<sup>3</sup> Job Retention Service was discontinued by DSHS August 30, 2000. Replaced with Job Success Coach administered by ESD in Sept. of 2000.

<sup>4</sup> Intensive In-Home was reported as a separate line item beginning July 1, 2001. Previously reported under Other Job Preparation Activities

<sup>5</sup> Other Job Preparation Activities includes a variety of services for the hard to employ WorkFirst participant.

<sup>6</sup> Whole Family Services was implemented in mid-April 2001. No data available yet.

<sup>7</sup> In SFY01 transportation services involved providing a round trip to and from a WorkFirst Activity.

During SFY 01 services were expanded to include assisting WorkFirst participants to re-instate their drivers license to enable them to participate in employment activities.

Region 4 contracted with a total of 27 different contractors

Region 4 contracted with a total of 29 different contractors

DSHS WorkFirst Contract Outcomes by Service Type - Statewide Rollup

Appendix D

SFY 01		SFY 02	Services Purchased	SFY 01			SFY 02			% difference between SFYs
Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome <sub>2</sub>		Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome				
Number of contractors reporting outcomes										
14			<u>Job Preparation</u>				no longer a service			
15	11		Job Retention Service <sup>3</sup>	218	4	2%				
10	6		WorkFirst - Work Experience	360	118	33%	278	211	76%	+43
			WorkFirst Education Services	208	30	14%	157	31	20%	+6
			Sub-Total >	786	152	19%	435	242	56%	+37
			<u>Hard to Employ</u>							
1	2		Children With Special Needs	58	58	100%	56	53	95%	-5
3	3		Family Violence	373	48	13%	596	596	100%	+87
	4		Intensive In-home Services <sup>4</sup>	combined with Other Job Preparation			76	23	30%	
13	12		Other Job Preparation Activities <sup>5</sup>	533	332	65%	304	217	71%	+6
1	1		WorkFirst Learning Needs	6	6	100%	7	0	0%	-100
0	5		Whole Family Services <sup>6</sup>	no data reported			56	0	0%	
			Sub-Total >	970	444	46%	1095	889	81%	+35
			<u>Child Care Services and Transportation</u>							
			WorkFirst - Child Care	this region does not have this service			this region does not have this service			
2	3		WorkFirst - Transportation <sup>7</sup>	186	136	73%	2209	2200	100%	+27
			Sub-Total >	186	136	73%	2209	2200	100%	+27
			Total >	1942	732	38%	3739	3331	89%	+51

Notes:

<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> Percentage is calculated on participants who reached the first payment point and the expected outcome for the service.

<sup>3</sup> Job Retention Service was discontinued by DSHS August 30, 2000. Replaced with Job Success Coach administered by ESD in Sept. of 2000.

<sup>4</sup> Intensive In-Home was reported as a separate line item beginning July 1, 2001. Previously reported under Other Job Preparation Activities

<sup>5</sup> Other Job Preparation Activities includes a variety of services for the hard to employ WorkFirst participant.

<sup>6</sup> Whole Family Services was implemented in mid-April 2001. No data available yet.

<sup>7</sup> In SFY01 transportation services involved providing a round trip to and from a WorkFirst Activity.

During SFY 01 services were expanded to include assisting WorkFirst participants to re-instate their drivers license to enable them to participate in employment activities.

SFY 01 Region 5 contracted with a total of 29 different contractors

SFY 02 Region 5 contracted with a total of 25 different contractors



SFY 01	SFY 02	Services Purchased	SFY 01			SFY 02			
			Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome <sub>2</sub>	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	% difference between SFYs
Number of contractors reporting outcomes									
19		<u>Job Preparation</u>							
15	14	Job Retention Service <sup>3</sup>	357	139	39%	no longer a service			
4	7	WorkFirst - Work Experience	477	188	39%	152	67	44%	+5
		WorkFirst Education Services	118	8	7%	23	1	4%	-3
		Sub-Total >	952	335	35%	175	68	39%	+4
		<u>Hard to Employ</u>							
3	11	Children With Special Needs	72	72	100%	132	132	100%	+16
	2	Family Violence	24	0	0%	232	232	100%	+100
	14	Intensive In-home Services <sup>4</sup>	combined with Other Job Preparation			272	86	32%	
		Other Job Preparation Activities <sup>5</sup>	5	0	0%	this region does not have this service			
		WorkFirst Learning Needs	this region does not have this service			this region does not have this service			
	8	Whole Family Services <sup>6</sup>	65	3	5%	636	450	71%	even
		Sub-Total >	101	72	71%				
		<u>Child Care Services and Transportation</u>							
0		WorkFirst - Child Care	this region does not have this service			this region does not have this service			
		WorkFirst - Transportation <sup>7</sup>	no data reported			this region does not have this service			
		Sub-Total >	0	0	0%				
		Total >	1053	407	39%	811	518	64%	+25

**Notes:**
<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> Percentage is calculated on participants who reached the first payment point and the expected outcome for the service.

<sup>3</sup> Job Retention Service was discontinued by DSHS August 30, 2000. Replaced with Job Success Coach administered by ESD in Sept. of 2000.

<sup>4</sup> Intensive In-Home was reported as a separate line item beginning July 1, 2001. Previously reported under Other Job Preparation Activities

<sup>5</sup> Other Job Preparation Activities includes a variety of services for the hard to employ WorkFirst participant.

<sup>6</sup> Whole Family Services was implemented in mid-April 2001. No data available yet.

<sup>7</sup> In SFY01 transportation services involved providing a round trip to and from a WorkFirst Activity.

During SFY 01 services were expanded to include assisting WorkFirst participants to re-instate their drivers license to enable them to participate in employment activities.

SFY 01 Region 6 contracted with a total of 42 different contractors

SFY 02 Region 6 contracted with a total of 36 different contractors

## **Appendix E**

### **DSHS WorkFirst Contract Outcomes by Contractor**

**Job Preparation - Work Experience**

<b>WORK EXPERIENCE</b> opportunities are designed to provide hands-on experience and a current work history in a supportive and flexible environment.			Client completes 20 hours at the WEX assignment	Completes the entire assignment or enters unsubsidized employment
Region	Contractor Name	Referrals	PP1	PP3
1	Big Bend Community College	0	0	0
	Career Connections	3	3	1
	Career Path Services	2	1	0
	Chelan Douglas Community Action Council	0	0	0
	Community Colleges of Spokane	30	16	5
	Goodwill Industries	1	1	0
	NE Washington Rural Resources	7	7	4
	NOVA	3	2	3
	Pre-Vocational Training Center	49	27	16
	Rainier Case Management	57	42	7
<b>Total Region 1</b>	<b>10 Contractors</b>	<b>152</b>	<b>99</b>	<b>36</b>
2	Blue Mountain Action Council	0	0	0
	Columbia Industries	0	0	0
	Elmview	0	0	0
	Goodwill Industries of the Columbia	0	0	0
	Goodwill Industries of the Yakima Valley	0	0	0
	Horizon of Sunnyside	89	39	14
	Karr Northwest	12	5	4
	Provident Services	0	0	0
	Rainier Case Management	32	17	11
	Sunderland Family Treatment Services	0	0	0
	Yakima Valley Community College	10	1	1
	Yakima Valley Farmworker	0	0	0
	Yakima Valley Opportunity Industrialization Council	1	1	0
<b>Total Region 2</b>	<b>13 Contractors</b>	<b>143</b>	<b>62</b>	<b>30</b>
3	Chinook Enterprises	0	0	0
	Community Mental Health Services	0	0	0
	Compass Health	0	0	0
	Island Employment	1	1	1
	New Leaf	0	0	0
	NW Workforce Development Council	0	0	0
	Service Alternatives	0	0	0
	Sunrise Services	0	0	0
	TRAC Associates	0	0	0
	Work Opportunity Recruitment Company	6	6	6
	YWCA	0	0	0
<b>Total Region 3</b>	<b>11 Contractors</b>	<b>7</b>	<b>7</b>	<b>7</b>

## Job Preparation - Work Experience

WORK EXPERIENCE opportunities are designed to provide hands-on experience and a current work history in a supportive and flexible environment.			Client completes 20 hours at the WEX assignment	Completes the entire assignment or enters unsubsidized employment
4	Center for Career Alternatives	0	0	0
	Employment & Training	0	0	0
	Multi Service Center	0	0	0
	Puget Sound ESD	0	0	0
	Rainier Case Management	0	0	0
	Seattle Mental Health	0	0	0
	TRAC Associates	6	6	1
	Urban League of Metropolitan Seattle	1	1	1
	Washington Women's Employment & Education	131	126	84
<b>Total Region 4</b>	<b>9 Contractors</b>	<b>138</b>	<b>133</b>	<b>86</b>
5	Associated Ministries	0	0	0
	Answers	3	3	0
	Bates Technical College	47	13	3
	Chief Leschi	0	0	0
	Kitsap Community Resources	396	177	150
	Pierce College	20	8	2
	Pierce County Community Action Program	24	8	4
	Puget Sound Educational School District	4	4	1
	Rainier Case Management	6	3	0
	Tacoma Community College	10	2	2
	Tacoma Community House	22	8	7
	Vocational Consulting, Inc.	29	17	14
	Washington Women's Employment & Education	62	28	23
	Work Opportunity Recruitment Company	15	7	5
<b>Total Region 5</b>	<b>11 Contractors</b>	<b>638</b>	<b>278</b>	<b>211</b>
6	Caranci, Frank	15	15	0
	Clallam County Hospital District	3	3	0
	Coastal Community Action Program	0	0	0
	Gasca, Pam	0	0	0
	Independent Associates	25	17	0
	Latham, Susan	1	1	0
	Lower Columbia Community Action Council	11	9	0
	Rainier Case Management	9	3	1
	SCA Pacific	8	7	5
	Skookum Educational Program	2	2	1
	Tacoma Goodwill	6	6	4
	Thurston County Pacific Mountain	5	5	5
	Work Opportunity Recruitment Company	7	5	3
	Workforce Development Council of SW Washington	55	48	25
	Nelson & Associates	39	31	23
	SCA Pacific	0	0	0
<b>Total Region 6</b>	<b>14 Contractors</b>	<b>186</b>	<b>152</b>	<b>67</b>

## Job Preparation - Adult Basic Education

ADULT BASIC EDUCATION services are designed to increase academic competencies for participants needing a General Educational Development certificate or high school diploma.			CASAS and pre-course evaluation	Attains a GED or HS diploma
Region	Contractor Name	Referrals	PP1	PP8
1	Career Path Services	87	87	18
	Community Colleges of Spokane	20	16	2
	NE Washington Rural Resources	0	0	0
	Pre-Vocational Training Center	1	0	0
<b>Total Region 1</b>	<b>4 Contractors</b>	<b>108</b>	<b>103</b>	<b>20</b>
2	Columbia Industries	25	25	3
	Walla Walla Community College	0	0	0
<b>Total Region 2</b>	<b>2 Contractors</b>	<b>25</b>	<b>25</b>	<b>3</b>
3	Center for Career Alternatives	10	8	5
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>10</b>	<b>8</b>	<b>5</b>
4	Center for Career Alternatives	0	0	0
	Employment & Training Services	9	9	6
	Multi Service Center	4	4	3
	United Indians of All Tribes	0	0	0
	Urban League of Metropolitan Seattle	1	1	2
<b>Total Region 4</b>	<b>5 Contractors</b>	<b>14</b>	<b>14</b>	<b>11</b>
5	Answers	3	3	0
	Bates Technical College	92	43	8
	Literacy Council of Kitsap	109	35	14
	Pierce College VOTE	5	3	3
	Pierce County Community Action Council	17	8	0
	Tacoma Community College	81	43	4
	Tacoma Community House	52	22	2
<b>Total Region 5</b>	<b>7 Contractors</b>	<b>359</b>	<b>157</b>	<b>31</b>
6	Centralia College	12	12	0
	Lower Columbia Community Action Council	4	2	0
	Mason County Literacy	2	2	1
	Thurston County Pacific Mountain	0	0	0
<b>Total Region 6</b>	<b>6 Contractors</b>	<b>18</b>	<b>16</b>	<b>1</b>
HIGH SCHOOL SERVICES provides assistance to students to return to school or earn a GED.			Pre-course assessment	Returns to High School or earns a GED
Region	Contractor Name	Referrals	PP1	PP2
1	Career Path Services	7	7	2
	Moses Lake School District	5	0	2
<b>Total Region 1</b>	<b>2 Contractors</b>	<b>12</b>	<b>7</b>	<b>4</b>
6	Aberdeen School District	7	7	0
	North Thurston School District	0	0	0
	Tumwater School District	0	0	0
<b>Total Region 6</b>	<b>3 Contractors</b>	<b>7</b>	<b>7</b>	<b>0</b>

**Hard to Employ - Children with Special Needs**

<b>CHILDREN WITH SPECIAL NEEDS</b> services provides in-home nursing evaluations of children with special medical, developmental or behavioral problems. The public health nurse evaluation assists DSHS in determining the level of participation the client can participate in WorkFirst activities.			Children receiving an initial in-home evaluation
Region	Contractor Name	Referrals	PP1
1	Adams County Health District	0	0
	Asotin County Health District	1	1
	Chelan County Health District	2	1
	Grant County Health District	1	1
	Okanogan County Health District	2	0
	Spokane Regional Health District	144	83
	Whitman County Health District	1	0
<b>Total Region 1</b>	<b>7 Contractors</b>	<b>151</b>	<b>86</b>
2	Yakima Valley Memorial Hospital	31	31
	Walla Walla Health District	21	21
	Benton Franklin Health District	29	21
	Kitittas County Health District	0	0
<b>Total Region 2</b>	<b>4 Contractors</b>	<b>81</b>	<b>73</b>
3	Skagit County Health District	8	8
	Snohomish County Health District	17	15
	Island County Health District	5	5
	Whatcom County Health District	18	18
<b>Total Region 3</b>	<b>4 Contractors</b>	<b>48</b>	<b>46</b>
4	King County Health Department	85	66
<b>Total Region 4</b>	<b>1 Contractor</b>	<b>85</b>	<b>66</b>
5	Bremerton Kitsap County Health District	12	11
	Tacoma Pierce County Health Department	44	42
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>56</b>	<b>53</b>
6	Clallam County Health District	5	5
	Cowlitz County Health District	17	17
	Grays Harbor Health District	0	0
	Jefferson County Health District	2	2
	Klickitat County Health Department	4	4
	Lewis County Health Department	5	5
	Mason County Department of Health Services	2	2
	Pacific County Health Department	2	2
	SW WA Health District	93	93
	Thurston County Health District	6	6
	Wakiakum County Health District	1	1
<b>Total Region 6</b>	<b>11 Contractors</b>	<b>132</b>	<b>132</b>

**Hard to Employ - On-site Family Violence**

<b>ON-SITE FAMILY VIOLENCE</b> services provides a Domestic Violence advocate located at the DSHS Community Services Office to assist DSHS in determining the appropriate WorkFirst activity for participants who experience family violence, link participants to needed services and provide preventive and intervention services.		Referrals reflect only the initial appointment for clients. Many clients get on-going services each month.
Region	Contractor Name	Referrals
1	Adams County Resource Center	4
	The Support Center	71
	YWCA of Lewiston-Clarkston	22
	<b>Total Region 1</b>	<b>97</b>
2	Community Health Center	105
	YWCA	84
	<b>Total Region 2</b>	<b>189</b>
3	Skagit Domestic Violence & Sexual Assault Services	102
	Snohomish County Center for Battered Women	101
	Whatcom Crisis Service	217
	Refugee Women's Alliance	40
	<b>Total Region 3</b>	<b>460</b>
4	Domestic Abuse Women's Network	102
	Eastside Domestic Violence Program	47
	Federal Way Youth & Family Services	105
	Refugee Women's Alliance	28
	YWCA of Seattle	206
	<b>Total Region 4</b>	<b>488</b>
5	Proud African America Youth Society	298
	YWCA of Kitsap County	133
	YWCA of Tacoma	165
	<b>Total Region 5</b>	<b>596</b>
6	Alternatives Professional Counseling	90
	Behavioral Health Resources	85
	Healthy Families of Clallam County	57
	<b>Total Region 6</b>	<b>232</b>

## Hard to Employ - Intensive In-Home Services

INTENSIVE IN-HOME SERVICES provide intensive in-home intervention and personal support services to participants to ensure their successful and active engagement and participation in WorkFirst activities and employment. Clients receiving this service are in sanction, at-risk of becoming sanctioned, or have refused to cooperate with WorkFirst requirements.			Bringing the client to DSHS for an assessment and case staffing	Home visit completed and Service Delivery Plan submitted to DSHS	Client enters a WorkFirst Activity for 12 weeks	Client enters employment (minimum part-time) for 30 days
Region	Contractor Name	Referrals	PP1	PP2	PP5	PP6
1	Goodwill Industries	16	14	14	3	0
	Institute for Family Development	7	7	5	0	0
	Pre-Vocational Training Center	18	17	15	5	0
	Rainier Case Management	213	45	165	58	13
Total Region 1	4 Contractors	254	83	199	66	13
2	Institute for Family Development	18	17	17	10	0
	Columbia Industries	11	6	8	0	0
	Elmview	3	0	0	0	0
	Goodwill Industries of the Columbia	7	4	1	1	1
	Goodwill Industries of the Yakima Valley	0	0	0	0	0
	Horizon Of Sunnyside	137	121	114	22	1
	Jeralds	9	9	9	1	0
	Provident Services	0	0	0	0	0
	Rainier Case Management	90	50	69	37	3
	Sunderland Family Treatment Services	7	6	6	0	0
Yakima Valley Farmworkers	28	28	24	1	0	
Total Region 2	11 Contractors	310	241	248	72	5
3	Opportunity Council	8	8	8	0	0
	Service Alternatives	9	9	7	0	0
	Skagit County Community Action Council	3	3	1	0	0
	Sunrise Services	6	1	5	0	1
	TRAC Associates	41	41	40	0	0
	this service began for Region 3 on November 15, 2001					
Total Region 3	5 Contractors	67	62	61	0	1
4	Empowerment Institute	10	10	6	1	0
	HM & Assoc	68	68	68	62	0
	Institute for Family Development	0	0	0	0	0
	King County Health	32	32	15	4	0
	Rainier Case Management	88	23	65	0	0
Total Region 4	5 Contractors	198	133	154	67	0
5	Answers Counseling	1	0	1	0	0
	Rainier Case Management	35	1	31	14	2
	Vocational Consulting Inc	62	8	43	8	3
	Work Opportunity Recruitment Co	2	0	1	1	0
	this service was discontinued by Region 5 on November 1, 2001					
Total Region 5	4 Contractors	100	9	76	23	5



**Hard to Employ - Intensive In-Home Services**

<b>INTENSIVE IN-HOME SERVICES</b> provide intensive in-home intervention and personal support services to participants to ensure their successful and active engagement and participation in WorkFirst activities and employment. Clients receiving this service are in sanction, at-risk of becoming sanctioned, or have refused to cooperate with WorkFirst requirements.			Bringing the client to DSHS for an assessment and case staffing	Home visit completed and Service Delivery Plan submitted to DSHS	Client enters a WorkFirst Activity for 12 weeks	Client enters employment (minimum part-time) for 30 days
Region	Contractor Name	Referrals	PP1	PP2	PP5	PP6
6	Caranci, Frank or Amor Case Management	10	4	4	0	0
	Clallam County Hospital District	8	8	8	0	0
	Coastal Community Action Program	0	0	0	0	0
	Gasca, Pam	0	0	0	0	0
	Independent Associates	2	2	1	0	0
	Latham, Susan	0	0	0	0	0
	Lower Columbia Community Action Council	4	2	3	1	1
	Nelson & Associates	92	21	82	54	6
	Rainier Case Management	111	3	80	23	3
	SCA Pacific	70	29	58	8	2
	Skookum Educational Programs	0	0	0	0	0
	Tacoma Goodwill	7	7	1	0	0
	Thurston County Pacific Mountain	35	35	35	0	0
	Work Opportunities	8	1	3	2	0
<b>Total Region 6</b>	<b>14 Contractors</b>	<b>339</b>	<b>111</b>	<b>272</b>	<b>86</b>	<b>12</b>

### Hard to Employ - Other Job Preparation Activities

JOB SKILLS TRAINING provide skill training that will assist clients to successfully complete ESD Job Search or obtain part or full-time employment.				Completion of one week of training	Client completes training program	Client enters employment (minimum part-time) for 30 days or enters a WorkFirst activity
Region	Contractor	Name of Class	Referrals	PP1	PP2	PP3
1	Community Colleges of Spokane Goodwill Industries	Computer Training Program Customer Service Training	24 2	18 1	4 1	1 1
<b>Total Region 1</b>	<b>2 Contractors</b>		<b>26</b>	<b>19</b>	<b>5</b>	<b>2</b>
2	Rainier Case Management Yakima Valley Community College	Motivation and Positive Attitude Motivation and Positive Attitude	33 28	16 15	12 2	0 0
<b>Total Region 2</b>	<b>2 Contractors</b>		<b>61</b>	<b>31</b>	<b>14</b>	<b>0</b>
3	Community Mental Health Services Compass Health NW Workforce Development Council Venture Advisory Services	Workforce Skills Enhancement Workforce Skills Enhancement Workforce Skills Enhancement Self-Employment	0 0 0 15	0 0 0 15	0 0 0 15	0 0 0 15
<b>Total Region 3</b>	<b>4 Contractors</b>		<b>15</b>	<b>15</b>	<b>15</b>	<b>15</b>
4	Creative Economic Opportunities Employment & Training Services King County Office of Policy & Planning Puget Sound Educational School District Puget Sound Opportunities Industrialization Center Rainier Case Management Rainier Case Management Multi Service Center TRAC Associates TRAC Associates Urban League of Metropolitan Seattle With Grace Washington Women's Employment & Education Yakima Valley Opportunity Industrialization Center	Intensive Workshop Computer Training Program Employment Support Pre-Employment Training Retention Services Pre-employment Transition Services Motivation and Positive Attitude Case Staff Facilitation Work Preparation Workshop Pre-Employment Training Retention Services Case Staff Facilitation Customer Service Training Workplace Soft Skills Computer Training Program Warehouse Training	10 47 60 13 127 0 4 0 31 264 19 41 69 0	0 41 37 13 127 0 4 0 31 264 19 41 67 0	0 37 19 2 44 0 2 0 26 82 9 41 46 0	0 28 12 3 44 0 0 21 0 5 41 46 0
<b>Total Region 4</b>	<b>14 Contractors</b>		<b>685</b>	<b>644</b>	<b>308</b>	<b>200</b>
5	Kitsap Community Resources LL Brown Pierce College Pierce County Community Action Program Puget Sound Educational School District Puget Sound Educational School District Tacoma Community College Tacoma Community College Vocational Consulting, Inc. With Grace Washington Women's Employment & Education	Special Needs Services Independent Thinking for Motivation VOTE Program Career Preparation Bus Transportation Training Achieving Your Potential Culture of Work Job Assistance & Development Pre-Employment Services Workplace Soft Skills Computer Training Program	95 0 11 15 7 0 151 77 11 32 34	44 0 8 7 7 0 0 45 7 32 19	13 0 7 1 7 0 0 42 7 32 11	11 0 7 1 2 0 0 7 4 32 11
<b>Total Region 5</b>	<b>9 Contractors</b>		<b>433</b>	<b>169</b>	<b>120</b>	<b>75</b>

### Hard to Employ - Other Job Preparation Activities

<b>Homeless Prevention Services</b> are provided to WorkFirst families who are homeless or at risk of becoming homeless.			Housing stability for 60 days	
Region	Contractor Name	Referrals	PP1	
3	Bellingham/Whatcom Housing Authority	20	20	
	Everett Housing Authority	10	6	
	Snohomish Housing Authority	4	4	
	YWCA	61	61	
<b>Total Region 3</b>	<b>4</b>	<b>95</b>	<b>91</b>	
4	Empowerment Institute	6	5	
	HM Associates	2	0	
<b>Total Region 4</b>	<b>2</b>	<b>8</b>	<b>5</b>	
<b>MENTAL HEALTH SERVICES</b> provide psychiatric counseling and assessments.			Clients assessed and receiving level 1 counseling session	Clients receiving level 2 counseling sessions
Region	Contractor Name	Referrals	PP1	PP2
3	Community Mental Health Services	1	1	1
	Compass Health	14	14	0
	YWCA	255	218	161
<b>Total Region 3</b>	<b>4 Contractors</b>	<b>270</b>	<b>233</b>	<b>162</b>
5	Castele Williams & Associates	86	77	77
<b>Total Region 5</b>	<b>1 Contractor</b>	<b>86</b>	<b>77</b>	<b>77</b>
<b>TANF OUTREACH SERVICES</b> provide applicants assistance in expediting the application process.			Clients with expedited applications	
Region	Contractor Name	Referrals	PP1	
3	Volunteers of Western Washington	2	2	
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>2</b>	<b>2</b>	

### Hard to Employ - Other Job Preparation Activities

<b>PREGNANT AND PARENTING</b> services assist parents resolve issues and promote healthy families who can successfully enter the workforce.			Orientation	Completes a parenting class/case review or enters employment
Region	Contractor Name	Referrals	PP1	PP2
1	CAPA Catholic Charities	15	14	0
	Family Home Care Corp	134	1	106
	Holy Family Hospital	79	0	72
	Spokane Regional Health District	668	14	606
	<b>Total Region 1</b>	<b>896</b>	<b>29</b>	<b>784</b>
2	Growing Capable Parents	48	34	0
	<b>Total Region 2</b>	<b>48</b>	<b>34</b>	<b>0</b>
4	Empowerment Institute	31	23	17
	King County Public Health Dept.	32	32	29
	Urban League of Metropolitan Seattle	18	18	16
	<b>Total Region 4</b>	<b>81</b>	<b>73</b>	<b>62</b>
5	Answers	17	12	3
	Kitsap Community Resources	103	46	17
	<b>Total Region 5</b>	<b>120</b>	<b>58</b>	<b>20</b>

### Hard to Employ - WorkFirst Learning Needs

<b>LEARNING NEEDS SERVICES</b> provide help to participants through accommodation strategies, life-skills training, consultation and employer coaching.			Assessment and evaluation	Accommodation Plan
Region	Contractor Name	Referrals	PP1	PP2
1	Learning Disabilities Association	0	0	0
<b>Total Region 1</b>	<b>1 Contractor</b>	<b>0</b>	<b>0</b>	<b>0</b>
2	Rainier Case Management	33	23	14
<b>Total Region 2</b>	<b>1 Contractor</b>	<b>33</b>	<b>23</b>	<b>14</b>
3	Learning Disabilities Association	1	0	1
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>1</b>	<b>0</b>	<b>1</b>
4	Learning Disabilities Association	7	7	0
<b>Total Region 4</b>	<b>1 Contractor</b>	<b>7</b>	<b>7</b>	<b>0</b>
5	Tacoma Community College	7	0	0
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>7</b>	<b>0</b>	<b>0</b>

## Hard to Employ - Whole Family Services

<b>WHOLE FAMILY SERVICES</b> provide intensive in-home intervention and personal support services to WorkFirst clients to ensure their successful active engagement and participation in WorkFirst activities and employment. Clients receiving this service are in sanction, at-risk of becoming sanctioned, or have refused to cooperate with WorkFirst requirements.			Completion of the initial home visit, and CSO assessment	Reaching twelve month goals as set in the Service Delivery Plan	Client enters employment (minimum part-time) for 30 days	Client Exits from TANF
Region	Contractor Name	Referrals	PP1	PP10	PP11	PP12
1	Chelan Douglas Community Action Center	2	2	0	0	0
	EnVision	8	7	5	0	0
	Goodwill Industries	16	14	0	0	0
	NE Washington Rural Resources	18	18	0	1	0
	Pre-Vocational Training Center	4	2	0	0	0
	Rainier Case Management	16	15	0	2	0
	Spokane Neighborhood Action Program	6	6	0	0	0
<b>Total Region 1</b>	<b>7 Contractors</b>	<b>70</b>	<b>64</b>	<b>5</b>	<b>3</b>	<b>0</b>
2	Benton Franklin Community Action Center	20	16	7	1	0
	Blue Mountain Action Council	12	10	0	0	0
	Columbia Industries	2	2	0	0	0
	Elmview	5	5	0	4	0
	Goodwill Industries of the Columbia	6	4	0	0	0
	Horizon Of Sunnyside	13	13	0	0	0
	Institute for Family Development	8	8	0	0	0
	Rainier Case Management	8	8	0	0	0
	Sunderland Family Treatment Service	24	19	6	1	0
<b>Total Region 2</b>	<b>9 Contractors</b>	<b>98</b>	<b>85</b>	<b>13</b>	<b>6</b>	<b>0</b>
3	Affiliates in Mental Health	19	18	0	1	1
	NW Behavioral Management	6	6	2	0	1
	Opportunity Council	3	13	3	0	0
	Service Alternatives	23	23	2	1	2
	Sunrise Services	12	12	0	1	1
	TRAC Associates	19	19	2	2	1
	YWCA Pathways for Women	36	36	0	0	0
<b>Total Region 3</b>	<b>7 Contractors</b>	<b>118</b>	<b>127</b>	<b>9</b>	<b>5</b>	<b>6</b>

## Hard to Employ - Whole Family Services

<b>WHOLE FAMILY SERVICES</b> provide intensive in-home intervention and personal support services to WorkFirst clients to ensure their successful active engagement and participation in WorkFirst activities and employment. Clients receiving this service are in sanction, at-risk of becoming sanctioned, or have refused to cooperate with WorkFirst requirements.			Completion of the initial home visit, and CSO assessment	Reaching twelve month goals as set in the Service Delivery Plan	Client enters employment (minimum part-time) for 30 days	Client Exits from TANF
Region	Contractor Name	Referrals	PP1	PP10	PP11	PP12
4	Institute for Family Development	10	8	0	0	0
	Hopelink	11	11	0	0	0
	Rainier Case Management	9	8	0	0	0
	TRAC Associates	20	20	2	1	0
	Federal Way Youth & Family Services	0	0	0	0	0
	Multi Service Center	0	0	0	0	0
<b>Total Region 4</b>	<b>6 Contractors</b>	<b>50</b>	<b>47</b>	<b>2</b>	<b>1</b>	<b>0</b>
5	Answers	13	13	0	0	0
	Institute for Family Development	19	17	0	0	0
	Kitsap Community Resources	8	5	0	0	0
	Puget Sound Educational Service District	23	21	0	0	0
	Vocational Consulting, Inc.	45	42	0	0	0
<b>Total Region 5</b>	<b>5 Contractors</b>	<b>63</b>	<b>56</b>	<b>0</b>	<b>0</b>	<b>0</b>
6	Columbia River Mental Health Services	18	18	0	1	0
	Caranci, Frank	7	7	0	0	0
	Lower Columbia Community Action Council	14	14	0	1	0
	Nelson & Associates	4	4	2	0	0
	Rainier Case Management	7	6	0	0	0
	SCA Pacific	0	0	0	0	0
	Institute for Family Development	16	16	1	0	0
	Work Opportunities Recruitment Company	7	6	0	0	0
<b>Total Region 6</b>	<b>7 Contractors</b>	<b>66</b>	<b>65</b>	<b>3</b>	<b>2</b>	<b>0</b>

### Child Care Services and Transportation

<b>CHILDCARE SERVICES</b> are provided to WorkFirst families who need assistance with finding childcare.			Development of assistance plan	Placement of child into childcare and ongoing support for 60 days
Region	Contractor Name	Referrals	PP1	PP4
4	Child Care Resources	65	65	20
<b>Total Region 4</b>	<b>1</b>	<b>65</b>	<b>65</b>	<b>20</b>
<b>SICK CHILDCARE SERVICES</b> are provided to WorkFirst families who need to place their ill child in daycare so they can attend a WorkFirst activity.			Child placed in sick childcare	
4	Virginia Mason Medical Center	3	3	
<b>Total Region 4</b>	<b>1 Contractor</b>	<b>3</b>	<b>3</b>	
<b>TRANSPORTATION SERVICES</b> provide WorkFirst participants with transportation to and from employment, training and other WorkFirst activities.			Number of round trips provided	
Region	Contractor	Referrals	PP1	
4	Neighborhood House	1559	1559	
<b>Total Region 4</b>	<b>1 Contractor</b>	<b>1559</b>	<b>1559</b>	
5	Paratransit	2196	2196	
<b>Total Region 5</b>	<b>1 Contractor</b>	<b>2196</b>	<b>2196</b>	
<b>DRIVERS LICENSE TRANSPORTATION SERVICES</b> provide WorkFirst participants with training and court assistance to obtain a valid drivers license reinstatement.			Individual Court Action Plan	Drivers License renewed
Region	Contractor	Referrals	PP1	PP2
2	People for People	210	143	17
<b>Total Region 2</b>	<b>1 Contractor</b>	<b>210</b>	<b>143</b>	<b>17</b>
3	Opportunity Council	18	18	0
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>18</b>	<b>18</b>	<b>0</b>
5	Pierce County Community Action Program	0	0	0
	Kitsap Community Resources	36	13	4
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>36</b>	<b>13</b>	<b>4</b>



**Appendix F**  
**DSHS ORIA Contractors**

# DSHS ORIA Contractors

Appendix F

REGION	CONTRACTOR NAME	SERVICE
1	Big Bend College	ESL
	Employment Security Department - Spokane	Employment
	World Relief - Spokane	Employment
	Wenatchee Valley Community College	ESL
	Community Colleges of Spokane	ESL
2	Columbia Industries	Employment & ESL
	Employment Security Department - Cascade East	Employment
	Columbia Basin College	ESL
3	Bellingham Technical College	ESL
	Refugee & Immigrant Forum of Snohomish	Employment & ESL
	Whatcom Community College	ESL
4	Jewish Family Service	Employment & ESL
	Lake Washington Technical College	ESL
	Refugee Federation Service Center	Employment & ESL
	Renton Technical College	ESL
	Seattle Central Community College	ESL
	Shoreline Community College	ESL
	South Seattle Community College	ESL
	TRAC Associates	Employment
	World Relief - Seattle	Employment & ESL
5	My Service Mind	Employment & ESL
	Tacoma Community House	Employment & ESL
6	Centralia College	ESL
	Clark College	ESL
	Employment Security Department - Cowlitz	Employment & ESL
	Employment Security Department - Olympia	Employment
	Nelson & Associates	Employment
	New Americans Social & Cultural Assistance	Employment & ESL
	Peninsula College	Employment & ESL
	Refugee & Immigrant Service Center	WEX
	Workforce Development Council	Employment & ESL

## Office of Refugee and Immigrant Assistance - all regions

Region			Services Purchased	SFY 01		SFY 02	
	SFY 01	SFY 02		Number Served	Number of people gaining an ESL Unit <sup>1</sup>	Number Served	Number of people gaining an ESL Unit <sup>1</sup>
	Number of contractors reporting outcomes						
			<u>English as a Second Language</u>				
1	1	3	1-3 ESL units gained	81	49	204	39
			4-6 ESL units gained	81	32	204	116
2	2	2	1-3 ESL units gained	482	302	186	97
			4-6 ESL units gained	482	180	186	46
3	3	3	1-3 ESL units gained	347	145	427	298
			4-6 ESL units gained	347	202	427	150
4	6	8	1-3 ESL units gained	814	349	945	779
			4-6 ESL units gained	814	465	945	345
5	1	2	1-3 ESL units gained	365	101	402	169
			4-6 ESL units gained	365	264	402	112
6	2	6	1-3 ESL units gained	564	474	522	336
			4-6 ESL units gained	564	90	522	166
	15	24					
			Sub-Total 1-3 units gained >	2653	1420	2686	1718
			Sub-Total 4-6 units gained >	2653	1233	2686	935

				SFY 01			SFY 02		
Region	SFY 01	SFY 02	Services Purchased	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome
1	2	2	<u>Work Experience</u> Completion of voluntary work experience	0	0	0%	0	0	0%
2	4	2		1	0	0%	5	2	40%
3	1	1		5	1	20%	6	1	17%
4	7	4		0	0	0%	2	1	50%
5	2	2		28	19	68%	67	47	70%
6	3	7		16	10	63%	40	31	78%
	19	18	Sub-Total >	50	30	60%	120	82	68%
1	2	2	<u>Employment</u> Placements for 90 days	108	81	75%	144	68	47%
2	4	2		368	235	64%	257	75	29%
3	1	1		215	170	79%	225	146	65%
4	7	4		964	778	81%	1019	714	70%
5	2	2		230	160	70%	178	110	62%
6	3	6		282	196	70%	272	164	60%
	19	17	Sub-Total >	2167	1620	75%	2095	1277	61%

				SFY 01			SFY 02		
Region	SFY 01	SFY 02	Services Purchased	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome
			<u>Job Retention Service<sub>3</sub></u>						
1	2	2	Employment for 360 days	108	60	56%	144	0	0%
2	4	2	Employment for 360 days	368	9	2%	257	0	0%
3	1	1	Employment for 360 days	215	133	62%	225	0	0%
4	7	4	Employment for 360 days	964	370	38%	1019	0	0%
5	2	2	Employment for 360 days	230	137	60%	178	0	0%
6	3	6	Employment for 360 days	282	105	37%	272	0	0%
	19	17	Sub-Total >	2167	814	38%	2095	0	0%
			<u>Job Success Coach</u>						
1		2	100% Target Wage Rate for 90 days	1	0	0%	18	0	0%
2		2	100% Target Wage Rate for 90 days	110	0	0%	224	7	3%
3		1	100% Target Wage Rate for 90 days	13	0	0%	25	0	0%
4		4	100% Target Wage Rate for 90 days	105	18	17%	431	47	11%
5		2	100% Target Wage Rate for 90 days	3	0	0%	55	0	0%
6		6	100% Target Wage Rate for 90 days	84	0	0%	221	8	4%
		17	Sub-Total >	316	18	6%	974	62	6%

Notes:

<sub>1</sub> A unit gain is acquired when attaining a learning element within a competency level. Each competency level has 4 skill units to be gained.

ESL payment points are based upon gaining a learning element. The six competency levels were divided and totaled into only two categories for this report.

<sub>2</sub> Percentages are calculated on those that reached the first payment point and those that met the expected outcome.

<sub>3</sub> Job Retention Service was discontinued by DSHS August 30, 2000. Job Success Coach services began in September 2000.

SFY01 DSHS contracted with 30 LEP Pathway contractors.

SFY02 DSHS contracted with 31 LEP Pathway contractors.

DSHS ORIA Contractors

Appendix F

English as a Second Language provides instruction in English to help clients find and maintain employment		Number appraised	Number completing 1-3 units of language gains	Number completing 4-6 units of language gains	ESL Tutoring Plans completed
Region	Contractor Name	PP1	Units	Units	Units
1	Big Bend College	27	22	11	0
	Wenatchee Valley Community College	0	0	0	0
	Community Colleges of Spokane	143	17	105	0
<b>Total Region 1</b>	<b>3 Contractors</b>	<b>170</b>	<b>39</b>	<b>116</b>	<b>0</b>
2	Columbia Industries	8	8	0	0
	Columbia Basin College	79	89	6	0
	Employment Security Department - Yakima	99	0	40	99
<b>Total Region 2</b>	<b>3 Contractors</b>	<b>186</b>	<b>97</b>	<b>46</b>	<b>99</b>
3	Bellingham Technical College	30	21	14	0
	Refugee & Immigrant Forum of Snohomish	353	258	123	0
	Whatcom Community College	44	19	13	0
<b>Total Region 3</b>	<b>3 Contractors</b>	<b>427</b>	<b>298</b>	<b>150</b>	<b>0</b>
4	Jewish Family Service	31	38	1	0
	Lake Washington Technical College	80	72	38	0
	Refugee Federation Service Center	1	0	0	1
	Renton Technical College	245	161	93	0
	Seattle Central Community College	235	178	96	0
	Shoreline Community College	56	8	31	0
	South Seattle Community College	205	201	76	0
	World Relief - Seattle	126	121	10	0
<b>Total Region 4</b>	<b>8 Contractors</b>	<b>979</b>	<b>779</b>	<b>345</b>	<b>1</b>
5	My Service Mind	3	0	0	3
	Tacoma Community House	399	169	112	4
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>402</b>	<b>169</b>	<b>112</b>	<b>7</b>
6	Centralia College	0	0	0	0
	Clark College	141	84	55	0
	Employment Security Department - Cowlitz	0	0	0	0
	New Americans Social & Cultural Assistance	6	0	6	0
	Peninsula College	0	0	0	0
	Partners in Careers	375	252	105	0
<b>Total Region 6</b>	<b>6 Contractors</b>	<b>522</b>	<b>336</b>	<b>166</b>	<b>0</b>

# DSHS ORIA Contractors

Appendix F

<b>Work Experience</b> provides a work activity when no employment is available		Completes one week on assignment	Mid-way Evaluation	Completes WEX assignment
Region	Contractor Name	PP1	PP2	PP3
1	Employment Security Department - Spokane	0	0	0
	World Relief - Spokane	0	0	0
<b>Total Region 1</b>	<b>2 Contractors</b>	<b>0</b>	<b>0</b>	<b>0</b>
2	Columbia Industries	0	0	0
	Employment Security Department - Cascade East	5	3	2
<b>Total Region 2</b>	<b>2 Contractors</b>	<b>5</b>	<b>3</b>	<b>2</b>
3	Refugee & Immigrant Forum of Snohomish	6	3	1
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>6</b>	<b>3</b>	<b>1</b>
4	Jewish Family Service	0	0	0
	Refugee Federation Service Center	2	0	0
	TRAC Associates	0	0	0
	World Relief - Seattle	0	0	0
<b>Total Region 4</b>	<b>4 Contractors</b>	<b>2</b>	<b>0</b>	<b>0</b>
5	My Service Mind	2	2	2
	Tacoma Community House	65	58	45
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>67</b>	<b>60</b>	<b>47</b>
6	Employment Security Department - Olympia	0	0	0
	Employment Security Department - Cowlitz	0	0	0
	Nelson & Associates	14	12	10
	New Americans Social & Cultural Assistance	0	0	0
	Peninsula College	0	0	0
	Partners in Careers	26	19	21
	Refugee & Immigrant Service Center	0	0	0
<b>Total Region 6</b>	<b>7 Contractors</b>	<b>40</b>	<b>31</b>	<b>31</b>

# DSHS ORIA Contractors

Appendix F

<b>Employment Services</b> provide assistance to limited English proficient clients in finding and maintaining employment.		Placing the client in unsubsidized employment full time (31 or more hours) for 30 days	Placing the client in unsubsidized employment part-time (minimum 20 hours) for 30 days	Continued employment for 90 days <sub>1</sub>
Region	Contractor Name	PP1 - A	PP1 - B	PP2
1	World Relief - Spokane Employment Security Department - Spokane	38 40	17 3	36 32
<b>Total Region 1</b>	<b>2 Contractors</b>	<b>78</b>	<b>20</b>	<b>68</b>
2	Columbia Industries Employment Security Department - Cascade East	3 193	5 31	3 72
<b>Total Region 2</b>	<b>2 Contractors</b>	<b>196</b>	<b>36</b>	<b>75</b>
3	Refugee & Immigrant Forum of Snohomish	145	27	146
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>145</b>	<b>27</b>	<b>146</b>
4	Jewish Family Service Refugee Federation Service Center TRAC Associates World Relief - Seattle	80 305 124 209	22 71 42 55	74 257 163 220
<b>Total Region 4</b>	<b>4 Contractors</b>	<b>718</b>	<b>190</b>	<b>714</b>
5	My Service Mind Tacoma Community House	1 114	0 23	2 108
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>115</b>	<b>23</b>	<b>110</b>
6	Employment Security Department - Olympia Employment Security Department - Cowlitz Nelson & Associates New Americans Social & Cultural Assistance Peninsula College Partners in Careers	4 0 8 0 0 171	1 0 1 0 0 41	5 3 3 0 0 153
<b>Total Region 6</b>	<b>6 Contractors</b>	<b>183</b>	<b>43</b>	<b>164</b>

Note:

<sub>1</sub> Number includes carry over placements from prior contract year.



# DSHS ORIA Contractors

Appendix F

<b>Job Success Coach</b> services support the client addressing employment issues and employment strategies to work toward increasing wages.		Job Success Coach Plan initiated	10% Wage Gap achieved and employed at 150 days at a minimum of 20 hours per week	25% Wage Gap Achieved and employed at 240 days at a minimum of 20 hours per week	50% Wage Gap Achieved and employed at 360 days at a minimum of 20 hours per week
Region	Contractor Name	PP1	PP2	PP3	PP4
1	World Relief - Spokane	0	0	0	0
	Employment Security Department - Spokane	16	11	5	2
<b>Total Region 1</b>	<b>2 Contractors</b>	<b>16</b>	<b>11</b>	<b>5</b>	<b>2</b>
2	Columbia Industries	0	1	0	0
	Employment Security Department - Cascade East	178	62	23	3
<b>Total Region 2</b>	<b>2 Contractors</b>	<b>178</b>	<b>63</b>	<b>23</b>	<b>3</b>
3	Refugee & Immigrant Forum of Snohomish	78	62	34	17
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>78</b>	<b>62</b>	<b>34</b>	<b>17</b>
4	Jewish Family Service	17	0	0	0
	Refugee Federation Service Center	36	0	3	2
	TRAC Associates	96	114	77	40
	World Relief - Seattle	117	37	17	7
<b>Total Region 4</b>	<b>4 Contractors</b>	<b>266</b>	<b>151</b>	<b>97</b>	<b>49</b>
5	My Service Mind	2	0	0	0
	Tacoma Community House	51	19	11	9
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>53</b>	<b>19</b>	<b>11</b>	<b>9</b>
6	Employment Security Department - Olympia	5	0	0	0
	Employment Security Department - Cowlitz	0	0	0	0
	Nelson & Associates	12	0	0	0
	New Americans Social & Cultural Assistance	0	0	0	0
	Peninsula College	0	0	0	0
	Partners in Careers	180	87	23	10
<b>Total Region 6</b>	<b>6 Contractors</b>	<b>197</b>	<b>87</b>	<b>23</b>	<b>10</b>

Note:

1 Number includes carry over placements from prior contract year.

# DSHS ORIA Contractors

Appendix F

<p><b>Job Success Coach</b> services support the client addressing employment issues and employment strategies to work toward increasing wages.</p>		75% Wage Gap Achieved and employed at 240 days at a minimum of 20 hours per week	100% of identified Target Wage Rate for 90 days following the completion of the Job Success Plan	Moves from part-time to full-time employment	Client completes one educational activities while employed
Region	Contractor Name	PP5	PP6	PP7	PP8
1	World Relief - Spokane	0	0	0	0
	Employment Security Department - Spokane	0	0	0	0
<b>Total Region 1</b>	<b>2 Contractors</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
2	Columbia Industries	0	0	0	0
	Employment Security Department - Cascade East	0	7	4	0
<b>Total Region 2</b>	<b>2 Contractors</b>	<b>0</b>	<b>7</b>	<b>4</b>	<b>0</b>
3	Refugee & Immigrant Forum of Snohomish	0	0	0	0
<b>Total Region 3</b>	<b>1 Contractor</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
4	Jewish Family Service	0	0	0	0
	Refugee Federation Service Center	0	0	0	0
	TRAC Associates	0	40	5	59
	World Relief - Seattle	0	7	0	0
<b>Total Region 4</b>	<b>4 Contractors</b>	<b>0</b>	<b>47</b>	<b>5</b>	<b>59</b>
5	My Service Mind	0	0	0	1
	Tacoma Community House	0	0	0	0
<b>Total Region 5</b>	<b>2 Contractors</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
6	Employment Security Department - Olympia	0	0	0	0
	Employment Security Department - Cowlitz	0	0	0	0
	Nelson & Associates	0	0	0	0
	New Americans Social & Cultural Assistance	0	0	0	0
	Peninsula College	0	0	0	0
	Partners in Careers	0	8	17	14
<b>Total Region 6</b>	<b>6 Contractors</b>	<b>0</b>	<b>8</b>	<b>17</b>	<b>14</b>

Note:

1 Number includes carry over placements from prior contract year

## **Appendix G**

### **ESD WorkFirst Contractors**

<b>ESD Region</b>	<b>Contractor Name</b>	<b>Service</b>
Cascade East	NorthEast Rural Resources	Job Placement
Cascade East	Spokane Tribe of Indians	Job Placement
Cascade East	Washington Migrant Council	Job Success Coach Initiative
Puget Sound	Puget Sound Opportunities Industrial Center	Job Placement
Puget Sound	TRAC Associates	Job Success Coach Initiative
Puget Sound	Rainier Case Management	Job Success Coach Initiative
Puget Sound	Vocational Consulting	Job Success Coach Initiative
Puget Sound	Seattle Vocational Institute	Apprenticeship Training
Puget Sound	Community Trade & Economic Development	Apprenticeship Training
Southwest	Rainier Case Management	Job Success Coach Initiative
Southwest	Nelson & Associates	Job Success Coach Initiative
Southwest	SCA Pacific Case Management	Job Success Coach Initiative
West	Macedonia Baptist Church	Employment Outreach & Recruitment Services
West	First Step Family Support Center	Job Success Coach Initiative
West	Rainier Case Management	Job Success Coach Initiative
West	West End Outreach Services	Job Success Coach Initiative
West	SCA Pacific Case Management	Apprenticeship Training
West	Community Trade & Economic Development	Apprenticeship Training

## ESD WorkFirst Contract Summary Report - STATEWIDE

SFY 01	SFY 02	Services Purchased	SFY 01			SFY 02		
			Number Served <sub>1</sub>	Number Reaching Expected Outcome	% Reaching Expected Outcome	Number Served	Number Reaching Expected Outcome	% Reaching Expected Outcome
Number of contractors reporting outcomes								
8	11	<u>Job Placement</u> Special Needs/Rural and Remote	316	203	64%	314	200	64%
5	5	<u>Mentoring</u>	308	172	56%	78	34	44%
	8	<u>Job Success Coach</u> <sub>2</sub>	977	156	16%	1,063	313	29%
	3	<u>Apprenticeship</u> <sub>2</sub>	66	18	27%	85	25	29%
Total >			624	375	60%	1540	572	37%

Notes:

<sup>1</sup> Number Served reflects participants reaching the first payment point.

<sup>2</sup> The Job Success Coach and the Apprenticeship program began in SFY01 and are two year programs. Participants who entered the program in SFY01 will not complete the program until SFY03.

**SFY 01**      ESD contracted with a total of 24 different contractors  
**SFY 02**      ESD contracted with a total of 14 different contractors

<b>JOB PLACEMENT</b> provide employment related services to “targeted groups” of ESD WorkFirst customers, consisting of populations who face challenges obtaining and maintaining employment, or customers who have been identified as having "special needs" and/or residing in “rural/remote” areas. The contractors provide services that will enable customers to become attached to the labor market through continuing employment that results in self-sufficiency and financial independence.			Number remaining employed for 30 days	Number remaining employed for 90 days
Region	Contractor Name	Referrals	PP1	PP3
CE Region	NE Rural Resources	186	120	70
	Spokane Tribe of Indians	103	66	38
<b>Total Cascade East</b>	<b>2 Contractors</b>	<b>289</b>	<b>186</b>	<b>108</b>
Puget	Puget Sound Opportunities Industrial Center (OIC)	25	14	8
<b>Total Puget Region</b>	<b>1 Contractor</b>	<b>25</b>	<b>14</b>	<b>8</b>

<b>PROJECT G.E.T. (Get Employed Today)</b> provide hard-to-serve and hard-to-employ TANF customers with the opportunity to earn an income that will help them be self-sustaining. Helping to overcome barriers with regular evaluations, counseling and referrals for services, the Contractor will conduct employer outreach and recruitment activities on an on-going basis. The Contractor shall utilize its established linkages with various local firms to develop new linkages and to identify employment opportunities. NOTE: Contract started March 1, 2002 -- numbers reported are for 4 months.			Number remaining employed for 30 days	Number remaining employed for 90 days
Region	Contractor Name	Referrals	PP1	PP3
West	Macedonia Baptist Church	78	34	19
<b>Total</b>	<b>1 Contractor</b>	<b>78</b>	<b>34</b>	<b>19</b>

<b>APPRENTICESHIP TRAINING</b> provide customized services for WorkFirst TANF customers and low income families which will enhance their move towards self sufficiency through achieving both a career and progressively better pay. NOTE: Apprenticeship contracts were centralized and data was gathered statewide rather than by region.			Number of completions of the apprenticeship training program	Number employed in an apprenticeship	Number employed for 30-90 days
Region	Contractor Name	Referrals	Completion	Apprenticeship	Employed
1	Seattle Vocational Institute (Puget)	14	11	4	4
	SCA Pacific Case Management (West)	7	4	3	2
	CTED (ANEW) (Apprenticeship & Non-Traditional Employment for Women)	64	40	18	6
<b>Total</b>	<b>3 Contractors</b>	<b>85</b>	<b>55</b>	<b>25</b>	<b>12</b>



<b>Job Success Coach Initiative (JSCI)</b> - WorkFirst is supporting TANF customers move towards self-sufficiency through a renewed effort around wage progression and job retention strategies using the Job Success Coach Initiative (JSCI) as the driver. Current and former TANF recipients are doing well in locating employment, however, there is increasing difficulty in keeping these customers working. This initiative focuses on intensifying wage progression and job retention activities to increase customer success in a long-term attachment to the workforce. NOTE: (1) JSCI contracts were centralized and data was gathered statewide rather than by region. (2) Numbers reflect PY 00 carry-overs. (3) JSCI funding was cut on March 20, 2002.			Number remaining employed for 150 days (5 months)	Number remaining employed for 240 days (8 months)
Region	Contractor Name	30 Days	PP1	PP3
	First Step Family Support Center (West)	36	18	13
	TRAC Associates (Puget Sound)	305	121	63
	Rainier Case Management (Puget, West, Southw)	515	235	134
	Nelson & Associates (Southwest)	168	66	32
		<b>1024</b>	<b>440</b>	<b>242</b>
	West End Outreach Services (West)	21	6	4
	Vocational Consulting (Puget)	19	1	0
	Washington Migrant Council (Cascade East)	164	88	42
	SCA Pacific Case Management	135	47	25
<b>Total</b>	<b>8 Contractors</b>	<b>339</b>	<b>142</b>	<b>71</b>

## **Appendix H**

### **WorkFirst Tribal Contractors**

SFY 02	Services Purchased	SFY 02		
		Target	Attain	% Meeting Target
Number of contractors reporting outcomes				
3	<b><u>Job Placement Services</u></b>			
	New Participants enter Employment	73	87	119%
	<b>Sub-Total &gt;</b>	<b>73</b>	<b>87</b>	<b>119%</b>
	<b><u>Job Success Coach Services</u></b>			
	New Participants are assigned a Job Coach	56	56	100%
	Participants retain employment	42	33	79%
	<b>Sub-Total &gt;</b>	<b>98</b>	<b>89</b>	<b>91%</b>
	<b><u>Community Jobs Services</u></b>			
	New Participants enter Community Jobs	75	52	69%
	Participants achieve the 5 month benchmark	32	22	69%
	Participants transition from Community Jobs to unsubsidized employment	3	7	233%
	Participants complete Community Jobs	8	13	163%
	<b>Sub-Total &gt;</b>	<b>118</b>	<b>94</b>	<b>80%</b>
	<b>Total &gt;</b>	<b>216</b>	<b>270</b>	<b>125%</b>

		Job Placement Services		Job Success Coach Services			
		New Participants enter Employment		New Participants are assigned a Job Coach		Participants retain their job	
<b>WorkFirst Tribal Contracting Initiative:</b> Tribes provide the following WorkFirst services to Native American WorkFirst participants in their area: Job Preparation Services, Job Placement Services, Job Success Coach Services, and Community Jobs Services.							
Region	Vendor	Target	Attain	Target	Attain	Target	Attain
3	Lummi Indian Tribe	29	39	11	11	0	0
3	Nooksack Indian Tribe	4	5	0	0	0	0
3	Upper Skagit Indian Tribe	40	43	45	45	42	33
<b>Total</b>	<b>3</b>	<b>73</b>	<b>87</b>	<b>56</b>	<b>56</b>	<b>42</b>	<b>33</b>

		Community Jobs Services							
		New participants enter Community Jobs		Participants achieve the 5 month benchmark in Community Jobs		Participants transition from Community Jobs to unsubsidized employment		Participants complete Community Jobs	
<b>WorkFirst Tribal Contracting Initiative (cont.)</b>									
Region	Vendor	Target	Attain	Target	Attain	Target	Attain	Target	Attain
3	Lummi Indian Tribe	20	13	8	7	3	7	0	0
3	Nooksack Indian Tribe	5	4	2	2	0	0	0	0
3	Upper Skagit Indian Tribe	50	35	22	13	0	0	8	13
<b>Total</b>	<b>3</b>	<b>75</b>	<b>52</b>	<b>32</b>	<b>22</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>13</b>